

ECONOMIC REGULATION AGREEMENT (ERA)

BETWEEN

THE STATE

AND

AEROPORTS DE PARIS

2011 – 2015

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PREAMBLE

1 – Aéroports de Paris, the second foremost European airport group in terms of passengers and leading European group for cargo, has strengthened its position during the 2006-2010 period of the first economic regulation agreement, notably by opening new terminal installations at the Paris-Charles de Gaulle platform and by taking a committed position as a service enterprise that pays attention to its clients.

The coming five-year period up to 2015 will bring renewed ambition to establish Aéroports de Paris as the leading airport group in Europe through benchmark levels of client satisfaction, sustainable development and economic performance.

This ambition will notably involved setting in place a decisive policy, several aspects of which are geared towards making the Paris platforms more competitive and attractive. Customer satisfaction will serve as the core of the company's strategy.

The company will be making efforts in terms of its own economic performance to assist Parisian airports in becoming more competitive, allowing moderation in fee increases while upgrading installations and developing services, which will gauge the operational efficiency for airlines and passenger satisfaction.

While observing the prerogatives of each one, Aéroports de Paris will also drive towards developing in cooperation with different platform stakeholders and partners, with the aim of continuously improving services and operational procedures. Improving the performance and quality of the services offered to the clients of Aéroports de Paris is also required to avail of industrial cooperation, launched at the end of 2008 with NV Luchthaven Schiphol – this forms one of the main strategic initiatives of the company.

Lastly, the 2011-2015 period will see the introduction of a new economic regulation regime among the Paris airports, which the company will be seeking to optimise its performance over this period.

2 – Under the Civil Aviation Code and particularly Articles L. 224-2 and R. 224-4, the Aéroports de Paris economic regulation is principally based on multiyear economic regulation agreements, which stimulates visibility for the company and its clients while also providing an incentive to improve its performances.

The purpose of these economic regulation agreements is in particular to establish a cap on the fees increase in the light of the planned investment programme, and to set quality of service objectives as well as the related system of financial incentives.

Under the provisions of Article R. 224-3-1 of the French Civil Aviation Code, these will be based on the application of a fair return on capital employed, calculated on a “regulated scope” of activities. Under the amended decree issued on 16 September 2005 relating to fees for services provided at aerodromes, the Aéroports de Paris regulated scope will be adjusted as of 1 January 2011 and will exclude retail and diversification real estate activities from this date onward.

3 – Under their provisions, the State and Aéroports de Paris have agreed to conclude this agreement, which will cover the 2011-2015 period.

In terms of the above-mentioned evolution of the regulated scope coming into effect in 2011, this Economic Regulation Agreement is intended to cover a transition period by enabling a gradual increase in the return on the capital employed in this scope, while authorising the co-contractors, beyond the period covered under the present agreement, to focus on obtaining a fair remuneration for the capital employed in the regulated scope compared to the weighted average cost of capital.

4 – The preparation of this agreement has been subject to the following:

- An initial phase of consultation with the clients of Aéroports de Paris, in particular the Paris-Charles de Gaulle and Paris-Orly economic consultative commission from October 2009 until January 2010;
- A file released on 19 February 2010 by Aéroports de Paris, in which the company published its proposals for this agreement;
- A public consultation based on this file between 19 February 2010 and 3 April 2010;
- A referral by the Minister of State, Minister of Ecology, Energy, Sustainable Development and the Marine, responsible for green technologies and climate negotiations to the airport consultative commission and an opinion given after the interested parties were heard, which was forwarded to the Minister on 4 June 2010.

Purpose and scope of application of this agreement

I.1 Purpose of the Agreement

This agreement is drawn up under Articles L. 224-2 and R. 224-4 of the French Civil Aviation Code. In particular, for the 2011-2015 period in reference to the programme of investments planned for the regulated scope, it sets a cap on the average increase of the main fees for services provided. It also defines the quality of service objectives set by Aéroports de Paris for this period.

I.2 Term of the Agreement

This Agreement will come into effect on 1 January 2011 and conclude on 31 December 2015.

I.3 Regulated scope

Under Article R. 224-3-1 of the French Civil Aviation Code and the amendment decree issued on 16 September 2005 relating to the fees for services provided, the scope of activities of Aéroports de Paris on which the fair remuneration of the company is based, referred to as the “regulated scope”, will cover all activities of Aéroports de Paris based at the airports mentioned under Article D. 251 from 1 January 2011 onwards, with the exception of the following:

- For the aerodromes of Paris-Charles de Gaulle and Paris-Orly, ground-handling activities other than those mentioned in article R. 216-6 of the French Civil Aviation Code
- Activities performed by companies associated with Aéroports de Paris in the sense of ordinance No. 2005-649 of 6 June 2005
- Activities whose financing falls under article 1609 section 24 of the French General Tax Code
- Activities whose financing falls under article 1609 section 24 A of the same code
- Retail activities and services, such as those for shops, restaurants and bars, banking and foreign exchange services, hotels, car rental and advertising
- Property and real estate activities, outside of terminals, other than those consisting in making available land, floor space, real estate or premises for:
 - o Ground-handling activities
 - o Stocking and distribution of aircraft fuel
 - o Aircraft maintenance
 - o Execution of activities associated with air freight
 - o General aviation and business activities
 - o Public car parks and rental car parks
 - o Public transportation
- Other activities with no relation to the aforementioned aerodrome activities

Investments, quality of service and sustainable development

The strategic priority of Aéroports de Paris for the 2011-2015 period consists of implementing the ways to decisively improve the quality of service provided to customers and satisfaction among company clients. This ambition will be particularly based on an investment programme as well as the in-depth development of client culture within the company, and the continued implementation of a partnership approach based on consulting and developing joint action plans with the different contributors for passenger satisfaction.

II.1 Investments

Following an investment cycle peak in the previous economic regulation agreement which enabled the company to meet the need for the rapid opening of a large number of terminal installations which in turn helped improve the flight contact rate, the 2011-2015 investment programme will focus mainly on initiatives aimed at improving client satisfaction, operational efficiency and optimising the existing capacities. It will also provide support in a policy of optimising runway safety facilities and developments and will also contribute towards pursuing the company's commitments in sustainable development.

Over the 2011-2015 period, the investments planned in relation to the regulated scope amount to €1786 million (2010 figures).

The main objectives of this programme are as follows:

- Improvement of terminal standards, especially by keeping to the completion schedule for the S4 satellite at Terminal 2E of Paris-Charles de Gaulle, the complete restructuring of the 2B terminal, and the continued renovation of Terminal 1 satellites.
- Optimising existing capacity and improving passenger and baggage flows: completion of the junction between the 2A and 2C terminals, adaptation of the 2F terminal to accommodate exclusively Schengen traffic, development of a single passenger security checkpoint by opening a walkway between the terminal 2E and 2F departure lounges, reconfiguring Halls 3 and 4 of the Orly-Ouest terminal and optimising Schengen passenger traffic in the Orly-Sud terminal, and continued improvement in baggage handling at the airport.
- Reservation of a dedicated budget package for quality of service focusing on limited operations which nevertheless have a strong client satisfaction lever. It is expected that this package will chiefly consist of cross-sector investment that would entail particular benefits in terms of standardising and guaranteed service standards, operations resulting from local initiatives that would enable of securing the client perspective on the ground, and certain symbolic works as well as redevelopments to reduce the inconvenience caused to passengers using the sites undergoing planned works during this agreement period.
- The continued development of services for aircraft and airlines: the provision of 400Hz electrical supply equipment for the S4 satellite and parking areas attached to terminal 1, the development of a 50Hz electricity supply for parking areas away from terminals, the deployment of new services at the S4 satellite, such as automatic guidance lights and air

pre-conditioning modules for aircraft, and the development of de-icing capacities for threshold 08 and parking areas at Paris-Charles de Gaulle.

- Continued adaptation of automatic baggage sorting capacity at Paris-Charles de Gaulle.
- Optimisation of runway safety, particularly for the redevelopment of threshold 08 of the southern set of double runways at Paris-Charles de Gaulle, the implementation of the Runway Status Light (RSWL) system, and the introduction of own solutions in response to problems of taxiing strip incursions by service vehicles.
- Improving ground access within airport platforms and living and working conditions for employees of airport-based companies.
- Continued property adjustments with regard to the expanding growth in air freight activity.
- Sustainable development, which would benefit from a special budget allocation and a policy notably based on controlling energy consumption, efficiency in energy production and the development of renewable energies through placing special emphasis on the introduction of geothermal works at Paris-Orly and the improvement of rain-water management systems.

The provisional calendar for the principal operations is as follows:

- Introduction of the junction between terminals 2A and 2C at Paris-Charles de Gaulle during the 2nd quarter of 2012.
- Introduction of Satellite S4 of Terminal 2E at Paris-Charles de Gaulle during the 3rd quarter of 2012.
- Introduction of a single passenger screening gallery between the 2E and 2F departure lounges at Paris-Charles de Gaulle during the 3rd quarter of 2012.
- Final deployment of 400Hz electrical equipment at the Terminal 1 parking spaces at Paris-Charles de Gaulle during the 1st quarter of 2014.
- Completion of the redevelopment of threshold 08 of the southern set of double runways at Paris-Charles de Gaulle during the 2nd quarter of 2014.
- Conclusion of the restructuring of halls 3 and 4 at the Orly West terminal during the 4th quarter of 2015.
- Conclusion of the restructuring of terminal 2B at Paris-Charles de Gaulle during the 4th quarter of 2015.

The provisional investment programme for the regulated scope is presented in Appendix 1.

II.2 Quality of service

Quality of service and client satisfaction will be central to Aéroports de Paris strategy over the 2011-2015 period. The growth in performance anticipated by the company in this area will be a key factor both for making Paris platforms more attractive as well as strengthening the value image of France as a destination.

This ambition, which will entail continuing to completely transform the company through the development of its client culture, must have an impact both on passenger and public satisfaction

and that of the airlines, while also focusing on the quality of the services provided to all companies.

Through the stated lines of action, this will be based on multiple levers, including management, operations and investment. It will reinforce the position of Aéroports de Paris with regard to all of its partners for the quality of its service integration. In this regard in particular, Aéroports de Paris has committed itself to developing methods of cooperation and collaboration between its operational teams and those of the airlines.

II.2.1 Quality of service indicators

A – Quality of service indicators used in the context of this agreement and subject to various financial incentive objectives fall into three categories:

- Passenger satisfaction indicators:
 - o Indicator A-1: overall satisfaction of arriving and departing passengers (SAD);
 - o Indicator A-2: Passenger satisfaction with the cleanliness of the terminals (SPR);
 - o Indicator A-3: Satisfaction with orientation relating to passenger connections at Paris-Charles de Gaulle (SOC);
 - o Indicator A-4: Passenger satisfaction concerning information and signage relating to flights (SIV);
 - o Indicator A-5: Passenger satisfaction with the boarding areas (SSE);
- Equipment availability indicators:
 - o Indicator A-6: Availability of aircraft parking areas (DPS);
 - o Indicator A-7: Availability of telescopic walkways (DPT);
 - o Indicator A-8: Availability of electromechanical equipment in airports (DEE);
 - o Indicator A-9: Availability of baggage handling conveyors (DTB);
- Compliance indicator:
 - o Indicator A-10: Response time to passenger and customer complaints (DRR).

B – Quality of service indicators subject to monitoring once established are described below. Some of these require the implementation of a measuring procedure in conjunction with airlines and ground-handling service providers:

- Indicator B-1: Passenger contact rates (TXC) from 1 July 2010 to gauge the proportion of passengers handled on aircraft at contact stands; from 1 January 2011 and as priority the Paris-CDG2 terminals, a dual indicator (TXCb) will measure the ratio of passengers who do not require shuttle buses when boarding or disembarking;
- Indicator B-2: Proportion of flights delayed for airport reasons (VRA), measured on the basis of declaration by companies or operators accepted by Aéroports de Paris from 1 January 2011 onwards;
- Indicator B-3: Availability of check-in desks (DBE), including associated IT services and baggage-handling equipment upon departure, measured on the basis of declaration by companies or operators accepted by Aéroports de Paris, from 1 January 2011 onwards;

- Indicator B-4: Availability of 400 Hz electric power supply (D4H), measured on the basis of declaration by companies or operators accepted by Aéroports de Paris, from 1 January 2011 onwards;
- Indicator B-5: Availability of telescopic walkways (DPTb), measured on the basis of declaration by companies or operators accepted by Aéroports de Paris, from 1 January 2011 onwards; this indicator would be in tandem with the one measuring the temporary rate of availability (DPT);
- Indicator B-6: Passenger security checkpoint wait time (PIF) from 1 July 2010 onwards;
- Indicator B-7: Waiting time at passport checkpoints (CTF), from 1 July 2010 onwards;
- Indicator B-8: Proportion of incidents relating to the provision of assistance to individuals with a handicap and reduced mobility (PMR), measured on the basis of declaration by companies or operators accepted by Aéroports de Paris, from 1 January 2011 onwards;
- Indicator B-9: Availability of CDG Val and Lisa (VAL) transport systems from 1 July 2010 onwards;
- Indicator B-10: Passenger satisfaction with regard to the cleanliness of sanitary facilities at airports (SBS) from 1 July 2010 onwards;
- Indicator B-11: Passenger satisfaction with regard to bars and restaurants (SBR) from 1 July 2010 onwards;
- Indicator B-12: Passenger satisfaction with regard to city-airport connections (SVA) from 1 July 2010 onwards;
- Indicator B-13: Passenger satisfaction concerning availability of baggage trolleys (SCB) from 1 July 2010 onwards;
- Indicator B-14: Baggage delivery time (TLB) from 1 July 2010 onwards;
- Indicator B-15: Ratio of departing or incoming flights affected outside of terminal planning (VHT), making it possible to measure return trips over two different terminals from 1 January 2011, prioritising Paris-CDG2 terminals.

Definitions and methods of measuring these indicators are the subject of information and cooperation between quality of service operational committees in the airports mentioned under IV.2.

II.2.2 Definitions and calculation of quality of service indicators

Definitions and methods for calculating quality of service indicators listed under II.2.1-A are featured in Appendix 2.

Data aggregation and records are prepared by Aéroports de Paris or third parties acting on behalf of Aéroports de Paris.

II.2.3 Quality of service objectives

For each of the indicators listed under II.2.1-A, the objectives set by Aéroports de Paris over the periods set below are as follows:

	2011	2012	2013	2014	2015
SAD	85.6%	85.6%	86.1%	86.6%	87.1%
SPR	86.2%	86.2%	86.7%	87.2%	87.7%
SOC	68.3%	68.3%	71.5%	73.0%	74.0%
SIV	86.2%	86.2%	86.7%	87.2%	87.7%
SSE	84.3%	84.3%	85.2%	86.1%	87.0%
DPS	99.0%	99.0%	99.0%	99.0%	99.0%
DPT	99.0%	99.0%	99.1%	99.1%	99.2%
DEE	99.0%	99.0%	99.1%	99.1%	99.2%
DTB	99.2%	99.2%	99.2%	99.2%	99.2%
DRR	95.0%	95.0%	95.0%	95.0%	95.0%

For the purposes of this section, the “n” period mentioned in the above table corresponds to the period between the 1st of July of the year “n-1” and the 30th of June of the year “n”.

Pricing

III.1 Definition of pricing periods

The five pricing periods concerned in this Agreement, subject to the terms of V.1.4 (non approval) as the case may be, are as follows:

- 2011 pricing period: from 1 April 2011 to 31 March 2012;
- 2012 pricing period: from 1 April 2012 to 31 March 2013;
- 2013 pricing period: from 1 April 2013 to 31 March 2014;
- 2014 pricing period: from 1 April 2014 to 31 March 2015;
- 2015 pricing period: from 1 April 2015 to 31 March 2016.

III.2 Conditions for Fees evolution

III.2.1 List of fees subject to Agreement

In accordance with article R.224-4 of the civil aviation code, the fees referred to in this Agreement are as follows, regardless of the stipulations made under III.4 and the contractual clauses between Aéroports de Paris and the clients concerning certain ancillary fees under section II of article R. 224-2 of the same code:

- passenger fee for the Paris-Charles de Gaulle and Paris-Orly airports in consideration of the use of the installations developed for receiving passengers and the public, excluding the complementary services subject to separate fees on the date when this Agreement comes into effect and any new additional service;
- landing fee for the Paris-Charles de Gaulle, Paris-Orly and Paris-Le Bourget airports in consideration of the use made by aircraft of airport infrastructure and equipment on landing, take-off and taxiing, excluding complementary services subject to separate fees on the date that this Agreement comes into effect and any new additional service;
- parking fee at in the Paris-Charles de Gaulle, Paris-Orly and Paris-Le Bourget airports in consideration of the use made by aircraft of airport parking infrastructures and equipments, excluding complementary services subject to separate fees on the date that this Agreement comes into effect and any new additional service;
- insofar as they are not contractually fixed between Aéroports de Paris and its clients, fee for provision of check-in and boarding counters at Paris-Charles de Gaulle and Paris-Orly;
- fee for provision of baggage handling facilities at Paris-Charles de Gaulle Terminal 1, classified as a centralised ground-handling service infrastructure in accordance with article R. 216-6 of the civil aviation code;
- non-contractual fee for provision of transit baggage handling facilities at Paris-Charles de Gaulle Terminal 2, classified as a centralised ground-handling service infrastructures in accordance with article R. 216-6 of the civil aviation code;

- fee for provision of fixed facilities to provide electrical power for the aircraft (400Hz and 50Hz) at Paris-Charles de Gaulle and Paris-Orly;
- fee for provision of aircraft de-icing facilities at Paris-Charles de Gaulle, classified as a centralised ground-handling service infrastructure in accordance with article R. 216-6 of the civil aviation code;
- insofar as they are not contractually fixed between Aéroports de Paris and its clients, fee for provision of check-in and boarding information systems (Crews);
- the badge application fee for accessing restricted areas at Paris-Charles de Gaulle, Paris-Orly and Paris-Le Bourget;
- the fee for use of shredding stations (waste water services) at Paris-Charles de Gaulle and Paris-Orly, classified as a centralised ground-handling service infrastructure in accordance with article R. 216-6 of the civil aviation code;
- any fee created under III.4.1 and III.4.2 if the pricing conditions set under those articles, in accordance with III.4.3., define that they are included in the fees subject to the maximum average rate of evolution defined under III.2.3;
- the fee for assisting disabled persons and persons with limited mobility at Paris-Charles de Gaulle and Paris-Orly.

The fees mentioned above, with the exception of the fee for assisting persons with disabilities or reduced mobility, (hereinafter referred to as “Fees”) are subject to an evolution cap defined under III.2.3.

The fee for assisting persons with disabilities or reduced mobility is fixed at an annual rate in the conditions set by the civil aviation code. by EU Council regulation no. 1107/2006 concerning the rights of disabled and reduced mobility persons when they undertake air travel, and section IV of this Agreement, with the result that the provisional turnover from such fees will cover the costs incurred by this activity as much as possible.

III.2.2 Average evolution rate of Fees

An annual cap shall be applied to the average evolution rate of Fees. This average rate is equal to the variation in the price of all the services concerned, under the conditions defined in III.2.3 below.

III.2.3 Maximum evolution of the Fees

III.2.3.1 Pricing principles and equations

A - Principles:

The change, from a pricing period to another, of the pricing level of the Fees shall be limited by a “maximum base rate” (cap).

This evolution is adjusted, where applicable, by a traffic-related factor if the traffic is outside a pre-defined range based on the reference forecast scenario. In this case, the correctional factor is intended to compensate for 50% of the surplus or deficit in provisional returns from such fees outside the above mentioned exemption, within a limit of 0.5% (50 basis points) on the evolution cap. This adjustment may apply from the 2013 pricing period onwards.

Moreover, from the 2012 pricing period onwards, an adjustment may be applied to this cap in the form of bonus/malus points, depending on levels attained by the quality of service indicators mentioned under II.2.1-A.

A cap adjustment will also be applied depending on the extent to which the company has complied with its commitments in terms of investments: from the 2013 pricing period onwards, a cap adjustment may be applied depending on the extent to which the high-stake operation investment calendar is met; and lastly, a final cap adjustment may apply during the 2015 pricing period in the event that the expenses under current, quality of service and sustainable development during the period 2011 to 2013 is lower than the initial forecast.

B – For the purpose of applying these principles, a price of all services is calculated, based on pricing schedules which are established for each pricing period according to the following methods:

- Aéroports de Paris will determine a Reference Pricing Schedule of the Fees (*Grille Tarifaire de Référence des Redevances*) as follows:

$$\mathbf{GTR(n, T_{ref}(n)) = GTR (n-1, T_{ref}(n)) \times [1+P(n)]}$$

where:

- $T_{ref}(n)$ is the reference for the traffic and the use of equipment over the “n” pricing period; this reference corresponds to the base parameters for Fees stated during the calendar year “n-2”;
- $GTR(i, T_{ref}(n))$ is the overall price of the services in question, measured by the product resulting from the application of the Reference Pricing Schedule of the Fees established for pricing period “i”(for 2010, the rate applicable on 1 April 2010 is featured in Appendix 3) to $T_{ref}(n)$;
- $P(n)$ is the maximum base rate of evolution of Fees defined under III.2.3.2;

- Aéroports de Paris will determine an Adjusted Pricing Schedule of the Fees (GTA) as follows:

$$\mathbf{GTA(n, T_{ref}(n)) = GTR(n, T_{ref}(n)) \times [1 + TRAF(n) + QDS(n) + INV_1(n)] + INV_2(n)}$$

where:

- $GTA(i, T_{ref}(n))$ is the product resulting from the application of the Adjusted Pricing Schedule of the Fees for pricing period “i” to $T_{ref}(n)$;
- $TRAF(n)$ is the corrective factor related with traffic as defined under III.2.3.3, which may apply from “n” = 2013 onwards;
- $QDS(n)$ is the adjustment factor related with traffic as defined under III.2.3.4, which may apply from “n” = 2012 onwards;
- $INV_1(n)$ is the adjustment factor related with the high-risk investment calendar as defined under III.2.3.5-A, which may apply from “n” = 2013 onwards;
- $INV_2(n)$ is the adjustment factor related with the costs of current investment, quality of service and sustainable development as defined under III.2.3.5-B, which may apply from “n” = 2015 onwards;

- Under the conditions set by section III of article R. 224-4 of the civil aviation code, Aéroports de Paris will set the rates of the Fees within the limits of the Adjusted Pricing Schedule of the Fees.

III.2.3.2 Maximum evolution base rate of the Fees

For each pricing period n, the maximum average base rate of evolution for the Fees pricing, $P(n)$, is equal to:

Pricing period:	$P(n)$:
“2011”	$i(2011) + 0.00\%$
“2012”	$i(2012) + 1.00\%$
“2013”	$i(2013) + 1.50\%$
“2014”	$i(2014) + 2.20\%$
“2015”	$i(2015) + 2.20\%$

where $i(n)$ represents the change (expressed in percentage) of the consumer price index excluding tobacco published by INSEE (IPC 4018 E), calculated over the period starting on September “n-1” and ending on September “n-2”.

III.2.3.3 Adjustment of the maximum evolution rate of the Fees based on traffic

For the purposes of the $TRAF(n)$ factor calculation, the $QT(n)$ traffic quantity is defined as follows:

$$\mathbf{QT(n) = PAX(n - 1)}$$

where:

- $PAX(n-1)$ is the number of non-transit commercial passengers boarding or disembarking during the period between 1 October of year “n-2” until 30 September “n-1” at the Paris-Charles de Gaulle and Paris-Orly airports.

The forecast used for reference in this agreement corresponds to a growth in passenger traffic of +2.5% on the 2011 calendar year compared with 2009, followed by subsequent annual growth of +2.4% in 2012 and +3.9% in the three following years. It implies the following $QT_{ref}(n)$ values of the QT factor:

n	2013	2014	2015
$QT_{ref}(n)$	86,573,052	89,637,983	93,116,411

Two sequences $QTM(n)$ and $QTm(n)$ are also defined which respectively correspond to the upper and lower limits of an exemption bracket for which the TRAF(n) is nil. These limits reflect traffic forecasts for which the annual increase rate are respectively 0.5% higher or lower than the reference scenario.

n	2013	2014	2015
$QTM(n)$	87,323,187	90,852,406	94,832,220
$QTm(n)$	85,826,094	88,434,347	91,423,897

The TRAF(n) factor is thus calculated so that from 2013 onwards and beyond this exemption bracket, the excess or deficit in the provisional revenue from fees will be compensated in the range of 50% and within the limit of a 0.5% (50 basis points) impact on the annual evolution of the Adjusted Pricing Schedule of the Fees, through the adjustment in the fee rates.

The methods for calculating the TRAF(n) factor are specified in Appendix 4.

III.2.3.4 Adjustment of the maximum evolution rate of Fees based on quality of service

The QDS(n) adjustment factor is based on a bonus-malus points system.

For each indicator included under II.2.1-A and for each year in which the objectives defined under II.2.3 apply, a Minimum Level of the indicator corresponding to the level under which the penalty is capped is set. Also, a Maximum Level at which bonus points are capped is also defined. Lastly, in the case where the indicator is equal to the Target Level defined under II.2.3, the bonus-penalty point value is nil.

At either end of the target level, the bonus-penalty point varies in a linear way between the Maximum and Minimum levels respectively, according to the formulae defined in appendix 5 of this agreement. The Maximum and Minimum Levels of each indicator are also defined in the appendix for each year in which they apply.

The caps on the bonus and penalty points associated with each of these indicators are as follows:

- Indicator A-1: 0.1%;
- Indicator A-2: 0.1%;
- Indicator A-3: 0.1%;
- Indicator A-4: 0.1%;
- Indicator A-5: 0.1%;
- Indicator A-6: 0.1%;

- Indicator A-7: 0.1%;
- Indicator A-8: 0.1%;
- Indicator A-9: 0.1%;
- Indicator A-10: 0.1%.

The methods for calculating the QDS(n) factor are specified in Appendix 5.

III.2.3.5 Adjustment of the maximum rate of evolution of the Fees pricing based on the investment programme

A – The $INV_1(n)$ adjustment factor reflects the extent to which the high-stake investment operations calendar is complied with.

It is based on a system of bonus and penalty points, according to which the operations concerned are completed before or after the reference calendar. These bonus and penalty points compensate one another on an annual basis, following which only a possible net penalty is taken into account when calculating the $INV_1(n)$ factor. The net penalty points applicable on an annual basis reflects at most -0.1% of the Fees revenues.

The methods for calculating the $INV_1(n)$ factor and those of the indicator “Completion of Investment Operations” ROI below are defined in Appendix 6.

B – The adjustment factor $INV_2(n)$, which may apply on the 2015 pricing period, aims at taking into account a possible reduction of expenses under current, quality of service and sustainable development. This possible reduction is measure in a cumulative manner over the calendar years 2011-2013 inclusive.

In the case where, at the end of 2013, the investment costs of the regulated scope under these headings are lower than 90% of the amount initially forecast, as featured under Appendix 6, 70% of the cost difference within the regulated scope and over the duration of the agreement will be subtracted from the cap on fee increases in the 2015 pricing period. This difference refers to the threshold of 90% of the expenses initially planned.

The $INV_2(n)$ adjustment factor is equal to:

$$\begin{aligned} INV_2(2015) &= 0,269 \times (DC_{2013} - 0,90 \times DP_{2013}) && \text{if } DC_{2013} - 0.90 \times DP_{2013} < 0 \\ INV_2(2015) &= 0 && \text{if } DC_{2013} - 0.90 \times DP_{2013} \geq 0 \\ INV_2(n) &= 0 && \text{if } n \neq 2015 \end{aligned}$$

where DC_{2013} and DP_{2013} are respectively the expenditure recorded and that initially forecast between 2011 and 2013, in Euros 2010, for current, quality of service and sustainable development investment.

The methods for calculating the $INV_2(n)$ factor are specified in Appendix 6.

III.3 Pricing policy

The annual evolution in rates for each fee subject to this agreement is set by Aéroports de Paris in the respect of the stipulations of this agreement, in particular those applying to the average evolution Fees rates under III.2.2. Under the conditions defined under the civil aviation code and section IV of this agreement, this will be subject, for each pricing period, to a preliminary consultation of the economic consultative commission, which will express an opinion thereon. The evolution of rates is then subject to approval by government authorities.

Under the conditions presented in III.3.1 and III.3.2 below, Aéroports de Paris plans in particular to propose to the consultation within the economic consultative commission : a standardising of the fee conditions relating to origin-destination baggage handling from the Paris-Charles de Gaulle airport; the introduction of a fee policy to incentivise traffic growth and improved use of infrastructure and an evolution of the base of some ancillary fees relating to passenger check-in and boarding.

III.3.1 Pricing structure

Under this agreement, Aéroports de Paris plans in particular to propose consultation within the economic consultative commission:

- under the conditions of III.2.3.1 and without affecting the decision of government authorities under III of article R. 224-4 of the civil aviation code, an evolution of the base of certain ancillary fees, in particular those relating to the check-in and boarding desks, and those of related information system (Crews);
- under the conditions of III.2.3.1 and III.4.1 and without affecting the decision of government authorities under III of article R. 224-4 of the civil aviation code, a standardisation of the pricing conditions related with origin-destination baggage handling from Paris-Charles de Gaulle airport.

Moreover, as regards the 2011 and 2012 pricing periods, Aéroports de Paris plans to arrange annual consultation within the economic consultative commission by proposing an equal evolution scenario (in percentage) of the passenger, landing and parking fees.

III.3.2 Modulations for general interest reasons

Under this agreement, Aéroports de Paris plans to propose to the consultation by the economic consultative commission, under the conditions and limits below, the introduction of a system of pricing modulations to incentivise traffic growth and the improved use of infrastructure.

For the duration of this agreement, in the case where Aéroports de Paris uses the facility of introducing fee modulations for reasons of general interest described under article R. 224-2-2 of the civil aviation code, other than those aimed at reducing or compensating environmental damage, these modifications will be subject to the following limits: a reduction in the fee per passenger intended to promote traffic growth and the improved use of infrastructure at Paris-Charles de Gaulle and Paris-Orly cannot exceed 30% of this fee or be applied on a duration beyond the year in which the change in traffic is noted; it can only be applied on additional aircraft traffic beyond a threshold representing an annual growth of 6.4% of traffic; this reduction will also be limited, for all airlines, to an overall amount of €5.0 million (2010 figures, with an annual growth in this cap equal to the average rate of the Fees pricing evolution).

Moreover, such a reduction will not give rise to any compensation, either within the general context of this agreement or in the annual pricing decisions. The application of the pricing equations under III.2.3 consequently does not take into account this potential reduction.

Also, under the conditions established by the civil aviation code and its regulations, Aéroports de Paris may introduce changes in pricing aimed at reducing or compensating environmental damage.

Regardless of the objective behind the pricing changes, the creation of any new modification or substantial change to an existing modulation will be subject to an impact study under article 224-2-2 of the civil aviation code, which will be presented prior to any decision to the relevant economic consultative commission.

III.4 Changes to the regulated scope

III.4.1 Modification of the pricing methods for existing services

A – Conditions B and C below apply where during this agreement Aéroports de Paris decides to:

- create a new fee to remunerate existing airport-related public services (article R. 224-1 of the civil aviation code) at the time of signing;
- transfer remuneration of an airport-related public service from one of the fees mentioned under III.2.1 to a fee for which the pricing conditions are set by contract with the clients;
- transfer remuneration of an airport-related public service from one of the fees for which the pricing conditions are set by contract with the clients to fees for which pricing is set by the decision of Aéroports de Paris.

B – Aéroports de Paris proposes to the government authorities in light of an opinion from the relevant economic consultative commission, methods for adjusting the increase in fees so that the new situation will be neutral regarding the anticipated revenue, on the date of the proposal, for the remaining period of the agreement. The introduction of the Aéroports de Paris proposal is subject to government approval. The government authorities, represented by the ministers in charge of civil aviation and the economy will advise Aéroports de Paris of its position within one month of notification of the proposal accompanied by the opinion of the economic consultative commission. At the end of this period, the lack of response from the government authorities will be taken as acceptance of the Aéroports de Paris proposal.

C – As an exception, clause B does not apply to the final paragraph of clause A, insofar as the fees listed under III.2.1 are concerned, for which the pricing conditions are set by contract with the clients; in this case, the equations under III.2.3.1 will apply, regardless of state approval under section III of article R. 224-4 of the civil aviation code.

III.4.2 New services or pricing variations

A – Condition B below applies where the following cases arise during this agreement:

- in the case where Aéroports de Paris is obliged to compensate services previously compensated by revenue outside the range of article R. 224-1 of the civil aviation code by means of fees described under the latter article, representing an annual cost for the company of more than €5.0 m (2010 value, indexed according to the consumer price index excluding tobacco – IPC 4018E – in July);
- in the case where, owing to new legislation or regulations specific to airport operators or by government decision, or at the request of airlines, Aéroports de Paris will provide new airport services under article R. 224-1 of the civil aviation code, representing a net variation of the annual costs of more than €5.0 m (2010 value, indexed according to the consumer price index excluding tobacco – IPC 4018E – for July);
- in the case where, owing to new legislation or regulations specific to airport operators or by government decision, Aéroports de Paris is relieved of any airport services described under article R. 224-1 of the civil aviation code;
- in the case where, owing to new legislation or regulations specific to airport operators or by government decision, the annual costs or revenue of Aéroports de Paris under the regulated scope are increased or reduced by more than €2.0 m (2010 value, indexed according to the consumer price index excluding tobacco – IPC 4018E – for July);
- in the case where, owing to new legislation or regulations unspecific to airport operators or by government decision, the annual costs or revenue of Aéroports de Paris under the regulated scope are increased or reduced by more than €5.0 m (2010 value, indexed according to the consumer price index excluding tobacco – IPC 4018E – for July).

B – Aéroports de Paris proposes to the government authorities in light of an opinion from the relevant economic consultative commission, methods for adjusting the increase in fees to offset the forecast variations in revenue or costs, including the proper return on the capital employed under the regulated scope. The introduction of the Aéroports de Paris proposal is subject to government approval. The government authorities, represented by the ministers in charge of civil aviation and the economy will advise Aéroports de Paris of its position within one month of notification of the proposal accompanied by the opinion of the economic consultative commission.

At the end of this period, the lack of response from the government authorities will be taken as acceptance of the Aéroports de Paris proposal.

To apply B to the cases mentioned in the latter two paragraphs of A, compensation will be based on the forecast variation compared with the thresholds mentioned.

III.4.3 System for some new fees

A – As a consequence of a new fee being established, under III.4.1 or III.4.2, which will represent an annual turnover higher than €5.0 m (2010 value, indexed according to the consumer price index excluding tobacco – IPC 4018E – for July), this will automatically come under those subject to the cap on price increases defined under III.2.3.

B – In the case where Aéroports de Paris has to provide new airport services under article R. 224-1 of the civil aviation code or to compensate such services as hitherto recompensated by revenue outside this scope, representing an annual cost for the company of more than €5.0 m (2010 value, indexed according to the consumer price index excluding tobacco – IPC 4018E – for July), Aéroports de Paris will be entitled to create new fees, excluded from this agreement, set on an annual basis so that the resulting turnover forecast will cover at most the net costs attributed to these services.

III.4.4 Impact of a change in the investment programme

A – In the case where investment in aircraft parking stands capacity at Paris-Charles de Gaulle becomes necessary during this agreement, in relation to the programme of investments planned in Appendix 1, Aéroports de Paris will assume such investment following consultation with the economic consultative commission, without affecting the average rate of price increases described under III.2.2. Aéroports de Paris is committed to ensuring that the relevant economic consultative commission will be consulted on this subject by November 2012 at the latest.

B – As part of annual consultation by the economic consultative commission, Aéroports de Paris may propose, either on its own initiative or in response to the changing needs of its clients, to carry out one or more new investment operations in capacity or in restructuring of existing installations, or to anticipate such operations (in relation to the programme of investments described under Appendix 1).

In the case where the annual average growth in traffic from the beginning of this agreement exceeds more than 1.5 point that of the reference scenario described under III.2.3.3, 50% of the surplus in revenue drawn from fees beyond this threshold may contribute towards covering annual costs subsequent to these investments, including the proper remuneration of the capital employed assessed in terms of the weighted average cost of capital. This threshold corresponds with the $QT_s(n)$ values subsequent to the $QT(n)$ parameter defined under III.2.3.3:

n	2013	2014	2015
$QT_s(n)$	88,832,993	93,313,803	98,334,574

In other cases or if this part of the revenue surplus is insufficient, Aéroports de Paris may plan for methods of annual adjustment to the fee increase, in the context of consultation mentioned above, towards covering annual cost variations forecast, including the proper remuneration of the capital employed assessed in terms of the weighted average cost of capital, subsequent to such a change in the programme of investments. In the case where the compound annual growth rate of the traffic since the beginning of this agreement exceeds by more than 1.5 points that of the reference scenario described under III.2.3.3, 50% of the surplus revenue from the fees above this threshold may reduce the costs to be covered.

If the stipulations under clause B are used, the introduction of the Aéroports de Paris proposal to change the investment programme and the annual adjustment in the fee pricing growth, while respecting the principles stated prior to and following the opinion of the economic consultative commission will be subject to government approval. The government authorities, represented by the ministers in charge of civil aviation and the economy will advise Aéroports de Paris of its position within one month of notification of the proposal accompanied by the opinion of the economic consultative commission. At the end of this period, the lack of response from the government authorities will be taken as acceptance of the Aéroports de Paris proposal.

Consultation and co-operation with customers

In order to improve the quality of services provided to customers and to best respond to their requirements at the lowest cost, Aéroports de Paris undertakes to put in place greater in-depth consultation and operational co-operation on the ground with its aeronautical customers.

With regard in particular to Paris-Charles de Gaulle and Paris-Orly airports, Aéroports de Paris undertakes to put in place, jointly with airlines, operating committees for quality of service within terminals, tasked with the drawing up and implementation of joint action plans for the continuous improvement of the quality of services provided to all customers.

IV.1 Economic Consultative Commission

The economic consultative commission for Paris-Charles de Gaulle and Paris-Orly airports constitutes an ideal forum for the provision of information and for consultation between Aéroports de Paris and its aeronautical customers in connection with the airport-related public service provided by the company, in particular quality of service, airport investments and fee tariffs. Aéroports de Paris holds a meeting of the economic consultative commission at least once a year to discuss these questions.

In application of article R. 224-3 and section III of article R. 224-4 of the civil aviation code, Aéroports de Paris mainly holds meetings of the commission prior to each new tariff period. Without prejudice to the more exacting legislative or regulatory obligations, Aéroports de Paris produces a preparatory file for members of the commission at least four months before this.

Without prejudice to legislative or regulatory provisions relating to the economic consultative commission, it will receive the following elements:

- with regard to financial matters
 - the profit and loss operating accounts for the regulated scope, for the last financial year known;
 - the basic value of the regulated assets, for the last financial year known;
 - the profit and loss operating accounts, for the last financial year known, relating to airport-related public services referred to within article R. 224-1 of the civil aviation code;
 - the basic value of the assets relating to these;
 - If applicable, the financial projections made public by Aéroports de Paris in relation to the financial year following the last financial year known, together with those for the financial year during which the new pricing period begins;
 - a progress report on the programme of investments under way, together with an update on this programme up to the end of this agreement, including a breakdown per operation larger than €20 m;
 - Aéroports de Paris' projections relating to the investment programme for the five years following the financial year under way;
- with regard to traffic

- traffic results for the last financial year known, with a breakdown by platform of the number of passengers distinguishing the following areas : domestic, European Union Schengen, European Union non-Schengen, French Overseas and international, the number of connecting passengers, the tonnage of freight and post, the take-off weight (sum of maximum weights certified upon take-off for arriving flights) and the number of movements;
- Aéroports de Paris' overall situation up to the end of this agreement;
- with regard to quality of service
 - the results of measurements, aggregated by quarter and by year, for each indicator referred to within II.2.1-A and II.2.1-B, together with an explanation of the differences in relation to targets;
- with regard to fee tariffs for services provided
 - the elements laid down by article R. 224-3 and section III of article R. 224-4 of the civil aviation code;
 - an analysis of how the tariffs proposed meet the stipulations of section III.2 and section III.4.

IV.2 Operating committees on quality of service within terminals

In order to strengthen operational co-operation on the ground with its aeronautical customers, for the purposes of continuous improvement of the quality of services provided to professionals, passengers and the public, Aéroports de Paris undertakes to put in place, jointly with airlines or their representatives, operating committees for quality of service within terminals.

Each committee, specific to one terminal or a homogeneous group of terminals, will be required to meet on a quarterly basis, or more frequently if decided by its members. Its prerogatives will include the drawing up and follow-up of joint action plans to promote customer satisfaction by Aéroports de Paris and the airlines involved in the terminal concerned, together with the examination of investment programmes.

Each committee will have a scorecard of quality of service indicators, containing the indicators referred to within II.2.1-A and II.2.1-B, in the way in which they apply specifically to the terminal concerned.

Terms and conditions of performance of the Agreement

V.1 Information and control

V.1.1 Information to be provided by Aéroports de Paris

In addition to what is laid down by section III of article R. 224-4 of the civil aviation code, Aéroports de Paris will provide the civil aviation authority and the competition, consumer affairs and anti-fraud authority with the following every year:

- with regard to financial matters
 - the profit and loss operating accounts for the regulated scope for the last financial year known;
 - the constituent elements of the fixed asset base and an estimate of the working capital requirement at the end of the last financial year known;
 - a progress report on the programme of investments under way, together with an update on this programme up to the end of the agreement, breaking down the operation which count for more than €20 m;
 - for purpose of verifying the proportionate nature of fees in relation to the corresponding costs, for the last financial year known:
 - o the following elements relating to airport-related public services referred to within article R. 224-1 of the civil aviation code, resulting from the cost accounting referred to within article 59 of Aéroports de Paris' specifications: the profit and loss operating accounts, the constituent elements of the fixed asset base and an estimate of the working capital requirement;
 - o these same elements relating to each of the categories of fees referred to within article R. 224-2 of the civil aviation code.
- with regard to traffic
 - traffic results for the last financial year known, with a breakdown by platform of the number of passengers distinguishing the following areas : domestic, European Union Schengen, European Union non-Schengen, French Overseas and international, the number of connecting passengers, the tonnage of freight and post, the take-off weight (sum of maximum weights certified upon take-off for arriving flights) and the number of movements;
 - the corresponding assumptions for Aéroports de Paris up to the end of this agreement, with the exception - if need be - of those for tonnage of freight and post;
- with regard to quality of service
 - the results of measurements, aggregated by quarter and by year, for each indicator referred to within II.2.1-A and II.2.1-B, together with an explanation of the differences in relation to objectives.

If need be, these elements are clarified at the request of the State, following consultation with Aéroports de Paris, within the framework of the State's requirements relating to economic regulation.

The information provided to the State in application of this article, other than that brought to the attention of the economic consultative commission or that made public by Aéroports de Paris are covered by commercial secrecy as defined by the commercial code.

V.1.2 Follow-up Committee

A commission for monitoring this agreement, established by Aéroports de Paris, the civil aviation authority and the competition, consumer and anti-fraud authority, and meeting at the request of one of the Parties, will examine in particular the progress, over the period covered by this agreement, of investment programmes, as well as those relating to traffic and quality of service.

It will be provided with multi-year tendencies of Aéroports de Paris relating to changes in the structure of the fee pricing that are the subject of this agreement. Aéroports de Paris will make available to it computerised information enabling it to check to the fee rate table adjustments calculation.

It will examine the results, by terminal and by month or quarter as applicable, for each quality of service indicator referred to within II.2.1.

V.1.3 Auditability

Aéroports de Paris undertakes to ensure that all information provided to the State within the framework of the fulfilment of this agreement, as well as the methods used for gathering it, is able to be the subject at any time of audits ordered by the State. Aéroports de Paris will receive prior notice of audit decisions by the State at least one month before audit proceedings. It will be informed of the results obtained.

Audits will be carried out in accordance with the procedures chosen by the State, and will be borne by it.

V.1.4 Non-approval of fees

In case of non-approval, in application of the final paragraph of section III of article R. 224-4 of the civil aviation code, of Fee tariffs, Aéroports de Paris may put forward a new proposal by implementing the procedure referred to within the same section III. In this case, on the one hand fees for the previous pricing period will remain in force until the approval of new pricing, and on the other hand, the opening of the new pricing period concerned would be postponed accordingly although its end date would not change.

The new proposal by Aéroports de Paris could then take into account the shortening of this pricing period so as to return projected proceeds to what would have resulted from the application over the initial pricing period of pricings in line with this agreement. In this case, the fee rate table as a reference for the calculation of the maximum pricing for the following pricing period will not take into account the adjustment of actual pricing resulting from this situation.

V.2 Revision or early termination of the agreement

V.2.1 Specific circumstances representing grounds for revision of the agreement

A – In the case of one of the following conditions being met, the Parties agree to examine the need for revising the agreement in line with the procedures set out within B:

- in the case of the quantity of traffic, measured by the indicator QT(n) defined within III.2.3.3, exceeding the QTMM(n) defined below for three years in a row, or remaining below the value QTmm(n) for three years in a row;

n	2012	2013	2014	2015
QTMM(n)	86,518,237	91,121,538	96,384,411	102,052,316
QTmm(n)	82,704,431	82,138,979	83,201,927	84,766,569

- in the case where, as a result of calendar years following 2011, investment expenses on the regulated scope, accumulated from 1 January 2011, do not amount to 75% of the figure mentioned in Appendix 1.

B – At the request of one of the Parties, where it believes that the new situation represents a substantial change to the economic conditions of the agreement, they will agree to seek an amicable agreement on the principle and procedure for revising this agreement.

In the case of an amicable agreement, the Parties will revise the agreement within a timeframe of two months, with this timeframe starting, if required, from the date of the airport consultative commission opinion, as laid down by article R. 224-4 of the civil aviation code.

If no amicable agreement is reached within a period of one month following the request by the applicant party, the minister in charge of civil aviation will request a decision on the principle and procedure for revising the agreement from the airport consultative commission within two weeks.

If the airport consultative commission is of the opinion that it is necessary to revise the agreement, the revision procedure will be implemented in line with this opinion and the Parties will revise the agreement within a timeframe of two months, with this timeframe starting, if required, from the date of the airport consultative commission opinion, as laid down by article R. 224-4 of the civil aviation code.

V.2.2 Exceptional and unforeseeable circumstances

At the request of one of the Parties, where it believes that exceptional and unforeseeable circumstances, other than those referred to within V.2.1. and which represent a fundamental disruption in the economics of the agreement, require the agreement to be revised or brought to an end, they will agree to seek an amicable agreement on the need for revision or an early end to the agreement. In the case of amicable agreement on revision, the Parties will also determine the preparation procedure on an equal basis.

If no amicable agreement is reached within a period of one month following the request by the applicant party, the minister in charge of civil aviation will request a decision on the principle and procedure for revision or an early end to the agreement from the airport consultative commission within two weeks. If the airport consultative commission is of the opinion that it is necessary to revise the agreement or that it is advisable to bring it to an end, the ministers in charge of civil aviation and the economy will order the agreement to be revised or brought to an early end, in line with the procedures recommended by the commission.

In the case of an early end to the agreement and unless otherwise agreed upon by the Parties, the fee rates will remain in force until the end of the pricing period laid down by the agreement.

Miscellaneous provisions

VI.1 Sanctions

In the case of the application by Aéroports de Paris of fee rates that are not approved under the terms of article R. 224-4 of the civil aviation code, the company will be liable, under the conditions laid down by article R. 224-4-3 of this code, in particular following an opinion from the airport consultative commission, to a financial sanction, which amount will be equal, within the limits set by article L. 224-2 of this code, to 120% of the difference between the annual turnover resulting from the pricing applied and that resulting from the approved pricing.

VI.2 Preparation of a subsequent agreement

The Parties agree on the need to draw up a regulation agreement for a multi-year period subsequent to this agreement.

Aéroports de Paris undertakes to publish the consultation file relating to this third regulation agreement by the 1st of May 2015 at the latest. Aéroports de Paris will also embark on prior consultation within the relevant economic consultative commission by November 2014 at the latest.

These commitments will also apply, as applicable and according to a timetable adapted to the circumstances, in the case of an early end to this agreement.

VI.3 Sending of notifications

Notifications from Aéroports de Paris to the State in application of this agreement should be sent to the following addresses:

- Direction générale de l'aviation civile / Direction du transport aérien - 50, rue Henry Farman - 75720 Paris Cedex 15;
- Direction générale de la concurrence, de la consommation et de la répression des fraudes / Bureau F2 - 59, boulevard Vincent Auriol - 75703 Paris Cedex 13.

VI.4 Publicity

In application of article R. 224-4 of the civil aviation code, this agreement will be made public. To this end, the Directorate General for Civil Aviation will ensure that it is published in the Official Bulletin of the Ministry of Ecology, Energy, Sustainable Development and the Marine.

Paris,

The Chairman & Chief Executive Officer
of Aéroports de Paris

Pierre Graff

The Minister of State, Minister of Ecology,
Energy, Sustainable Development and the
Marine, responsible for green technologies
and climate negotiations

Jean-Louis Borloo

The Minister for the Economy,
Industry and Employment

Christine Lagarde

The Secretary of State responsible
for Transport

Dominique Bussereau

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APPENDIX 1

Programme of regulated scope investments for the period of the agreement

Investment programme Regulated scope 2011-2015 - constant 2010 €m

	2011	2012	2013	2014	2015	Total 2011-2015
Capacity Investments						
CDG structuring projects	234	129	35	18	18	434
T2E	-	-	5	-	-	5
TBE	11	5	5	-	-	21
Baggage - Processing hub	36	51	24	18	18	145
S4 (incl. LISA - excl. Baggage sorting)	170	62	-	-	-	232
A-C Junction	19	11	2	-	-	32
Other capacity investments at CDG	25	24	27	17	17	110
T1/T3 terminal	-	-	3	3	-	6
ABCD T2 terminal	-	1	1	-	-	2
EF T2 terminal	1	-	-	-	-	1
Airside infrastructures	10	15	18	13	4	60
ow threshold 08	-	9	14	9	-	32
ow runways safety	3	3	3	3	-	12
Facilities for new aircrafts	0	0	-	-	-	0
Car parks and access roads	3	2	1	-	3	8
Industrial services	11	6	4	1	11	32
ow "bassin des renardières" and unballasting	5	4	-	-	-	9
ow sewerage plant (extension)	-	-	-	-	10	10
ow power supply	3	1	-	-	-	4
ow water stations and aircraft drain	2	2	-	-	-	3
Capacity investments at Orly	-	-	-	-	11	11
Airside infrastructures	-	-	-	-	11	11
Capacity investments at Le Bourget	0	-	-	-	-	0
Total	259	153	63	34	46	555
Restructuring Investments						
CDG	64	80	63	51	35	294
CDG1 refurbishment program	15	6	5	2	-	29
central structure	8	-	-	-	-	8
satellites refurbishment	7	6	5	2	-	21
ABCD refurbishment program	15	28	34	35	28	140
2B refurbishment	9	17	24	23	16	90
2A, 2C and 2D refurbishment	6	6	6	8	7	32
ABCD external appearance improvement	-	4	4	4	4	18
Restructuring of T2 - EF	3	8	1	-	-	12
ow 2F2 Schengen	3	3	1	-	-	7
ow refurbishment of CDGE sorting systems	-	5	-	-	-	5
Restructuring of car parks and access roads	7	5	5	-	-	17
ow AB car parks refurbishment	5	5	5	-	-	15
Gallery EF	14	14	-	-	-	28
Restructuring of industrial services	7	15	13	9	3	46
ow electrical supply	4	7	3	6	-	19
ow cleaning up network	3	5	10	3	-	21
Other restructuring investments	5	5	5	5	5	23
Orly	3	13	19	19	19	72
Orly West Hall 3&4 restructuring	-	13	19	19	19	70
Orly South new arrival Schengen flow	3	-	-	-	-	3
Total	67	93	82	70	54	366
Real Estate Development						
Airport real estate	28	25	10	2	15	80
Total	28	25	10	2	15	80
Current investments						
Platforms*	73	77	71	63	74	358
Real estate	1	2	0	1	1	7
Other	15	14	15	14	14	71
Total	88	93	87	79	90	436
Dedicated investments budget						
Service Quality	34	34	32	21	11	132
Sustainable development	18	11	4	5	1	39
Total	52	45	36	26	12	171
Cost of studies and supervision of works						
	48	38	30	26	36	178
TOTAL INVESTMENTS	543	447	308	236	252	1 786

* excl. assets related to CO₂ emission rights

For the purposes of monitoring the implementation of this agreement and the application of V.2.1-A, the difference between investment expenditure in 2010 constant Euros and that in current Euros is assessed using the composite index defined below:

$$IC_n = 0,5 \frac{BT01_n}{BT01_{2010}} + 0,1 \frac{TP01_n}{TP01_{2010}} + 0,3 \frac{BT50_n}{BT50_{2010}} + 0,1 \frac{SYNTEC_n}{SYNTEC_{2010}}$$

where:

- where $BT01_n$ is the general all-trades Building index published by INSEE (BT01) – value for July of the year “n”,
- where $TP01_n$ is the general all-work Public Works index published by INSEE (TP01) – value for July of the year “n”,
- where $BT50_n$ is the general all-trades Renovation-Maintenance index published by INSEE (BT50) – value for July of the year “n”,
- $SYNTEC_n$ is the index calculated by the SYNTEC federation representing price changes for services provided, particularly engineering and information technology – value for July of the year “n”.

In the case of one of these indices not being available during the course of the agreement, Aéroports de Paris will suggest a substitute index to the State. This proposal is subject to the approval of the State within one month of its being put forward. Beyond this, it will be deemed to be accepted.

APPENDIX 2

Definitions and calculation of quality of service indicators

**INDICATOR OF THE OVERALL SATISFACTION OF ARRIVING AND
DEPARTING PASSENGERS (SAD)
(Indicator A-1)**

1. Area covered by the indicator

- spaces within terminals intended for passengers and the public,
- the platforms concerned are those of Paris-Charles de Gaulle and Paris-Orly.

2. Measurement methods for calculation of the indicator

Measurements are carried out using quarterly surveys, based on a passenger questionnaire, in 9 languages within departures and 3 languages within arrivals.

Departing passengers are interviewed in the departure lounge. The questionnaires are completed directly by the passengers. The sample is made up of at least 8000 passengers per quarter, distributed throughout the terminals on the two platforms; it is representative of departing passenger traffic, divided into groups for each terminal, by time-slot and by day.

In arrivals, passengers are interviewed face to face in public transport waiting areas and at access points to nearby car parks. Passengers with same-day connections within the terminal and passengers using a hire care, or their own car that is parked some distance away, are excluded. The sample is made up of at least 3600 passengers per quarter, distributed throughout the terminals on the two platforms; it is representative of arriving passenger traffic, divided into groups for origin (actual traffic) and modes of transport used to leave the platform (data resulting from the same survey).

The calculation of the SAD indicator is based on the results gathered in relation to the various topics about which passengers are asked within departures and arrivals:

- In departures: overall satisfaction is calculated as an average of the rates of satisfaction with the 56 items listed below, weighted for the level of use of the corresponding services;
- In arrivals: overall satisfaction is calculated as an average of the rates of satisfaction with the 42 items listed below, weighted for the level of use of the corresponding services.

For each item, the possible responses are as follows:

“very satisfied – satisfied – not very satisfied – not at all satisfied – no opinion”

The level of satisfaction is measured, for each item, as the proportion of passengers that are satisfied or very satisfied in relation to all of the passengers that answered the question.

The level of use of the corresponding services is the proportion of passengers that declared during the survey that they had used these services in relation to all of the passengers interviewed.

The overall satisfaction of arriving and departing passengers is the average of the levels of satisfaction within departures and arrivals, weighted for the total traffic within departures and arrivals respectively.

The surveys are carried out by a market research agency commissioned by Aéroports de Paris.

List of contributory factors to satisfaction within departures:

Car parks

- Information on seat availability
- Signage/directions
- Security
- Cleanliness
- Ambiance

Baggage trolleys

- Signage
- Availability
- Manageability

Public concourse

- Ease of orientation
- Staff presence
- Feeling of security
- Ambiance
- Cleanliness
- Availability of seating
- Comfort of seating
- Noise level

Toilet Facilities

- Signage
- Availability
- Cleanliness
- Supplies

Lifts

- Signage
- Safety
- Cleanliness

Flight information

- Ease of finding it out
- Clarity of the information

ADP information desk

- Signage
- Welcome
- Advice
- Response obtained

Check-in

- Organisation of the queue
- Waiting time
- Welcome

Police checks

- Organisation of the queue
- Waiting time
- Friendliness

Screening

- Organisation of the queue
- Waiting time
- Welcome
- Consideration
- Feeling of security

Shops

- Ambiance
- Welcome
- Advice
- Choice of products
- Quality/price ratio

Bars/Restaurants

- Ambiance
- Cleanliness
- Welcome
- Speed of service
- Quality of products
- Quality/price ratio

Departure Lounge

- Ambiance
- Cleanliness
- Availability of seating
- Comfort of seating
- Information provided

List of contributory factors to satisfaction within arrivals:

Apron bus

- Length of journey from aircraft to terminal
- Comfort

Footbridge

- Cleanliness

Police checks

- Waiting time
- Organisation of the queue
- Friendliness

Baggage delivery

- Baggage claim area signage
- Baggage carousel signage
- Information provided
- Waiting time
- Cleanliness
- Comfort

Baggage delivery waiting time

- Reliability
- Clarity

Baggage trolleys

- Signage
- Availability
- Manageability

Toilet Facilities

- Signage
- Availability
- Cleanliness
- Supplies

ADP information desks

- Signage
- Welcome
- Advice
- Response obtained

Public concourse

- Ease of orientation
- Staff presence
- Cleanliness
- Ambiance

Car parks

- Signage
- Security
- Cleanliness
- Ambiance

Taxi rank

- Signage

Public transport

- Ease of finding information
- Signage
- Comfort when at stops
- Comfort in the waiting room
- Information within the terminal
- Public transport service
- Bus and shuttle services

Waiting

- Ease of meeting

3. Definition of the indicator

For a given quarter “i” and terminal “j”, the overall satisfaction of arriving and departing passengers is calculated as:

$$SAD_{ij} = \frac{(Departure\ traffic_{ij} \times Overall\ departure\ satisfaction_{ij}) + (Arrival\ traffic_{ij} \times Overall\ arrival\ Satisfaction_{ij})}{(Departure\ traffic_{ij} + Arrival\ traffic_{ij})}$$

where:

$$Overall\ departure\ satisfaction\ (vs.\ arrival)_{ij} = \frac{\sum_{n=1}^N POND_{ij}(n) * Satisfaction_{ij}(n)}{\sum_{n=1}^N POND_{ij}(n)} = \frac{\sum_{n=1}^N NS_{ij}(n)}{\sum_{n=1}^N NU_{ij}(n)} = \frac{NS_{ij}}{NU_{ij}}$$

where:

- $POND_{ij}(n)$ is the level of use of the services corresponding to the item “n” for the quarter “i” and the terminal “j”
- $Satisfaction_{ij}(n)$ is the level of satisfaction with regard to the item “n” for the quarter “i” and the terminal “j”
- $NS_{ij}(n)$ is the number of users “satisfied” or “very satisfied” with the item “n”, extrapolated from departure traffic for the quarter “i” and the terminal “j”
- $NU_{ij}(n)$ is the number of users of the item “n”, extrapolated from departure traffic for the quarter “i” and the terminal “j”

In the same way, the annual indicator SAD is calculated as:

$$SAD = \frac{(Departure\ traffic \times Overall\ departure\ satisfaction) + (Arrival\ traffic \times Overall\ arrival\ satisfaction)}{(Departure\ traffic + Arrival\ traffic)}$$

where:

$$\text{Overall departure satisfaction (vs.arrival)} = \frac{\sum_{i=1}^4 \sum_{j \in T} NS_{ij}}{\sum_{i=1}^4 \sum_{j \in T} NU_{ij}}$$

where T is all terminals

The value of SAD that may be used for the pricing period “n” is measured over a period from the 1st of July of the year “n-2” to the 30th of June of the year “n-1”.

4. Unit and frequency of measurement

The indicator SAD is measured in tenths of a percentage point.

Measurement is carried out continuously, with quarterly aggregation by terminal.

5. Storage of data

Aéroports de Paris stores data for a period of five years from when it is gathered.

**INDICATOR OF PASSENGER SATISFACTION WITH THE CLEANLINESS OF
TERMINALS (SPR)
(Indicator A-2)**

1. Area covered by the indicator

- spaces within terminals intended for passengers and the public,
- the platforms concerned are those of Paris-Charles de Gaulle and Paris-Orly.

2. Measurement methods for calculation of the indicator

Measurements are carried out using quarterly surveys, based on a questionnaire aimed at departing passengers and translated in 9 languages.

Passengers are interviewed in the departure lounge. The questionnaires are completed directly by the passengers.

The sample is made up of at least 8000 passengers per quarter, distributed throughout the terminals on the two platforms; it is representative of departing passenger traffic, divided into groups for each terminal, by time-slot and by day.

The question asked is as follows:

“During your movements around the airport today, what did you think of the cleanliness?”

The possible responses are as follows:

“very satisfied – satisfied – not very satisfied – not at all satisfied – no opinion”

The surveys are carried out by a market research agency commissioned by Aéroports de Paris.

3. Definition of the indicator

$$SPR = \frac{\sum_{n'=1}^4 \sum_{t \in T} SPRt(n') * PAXt(n')}{\sum_{n'=1}^4 \sum_{t \in T} PAXt(n')}$$

where:

- T is all terminals,
- n' represents the quarters concerned,
- PAXt(n') represents the number of departing passengers passing through terminal t during the quarter n',
- SPRt(n') is the level of passenger satisfaction with regard to the cleanliness of terminals for terminal t during the quarter n':

$$SPRt(n') = \frac{\text{Number of passengers who answered "satisfied" or "very satisfied" to the question asked during the quarter n'}}{\text{Number of passengers who responded to the question asked during the quarter n' within terminal t}}$$

The value of SPR that may be used for the pricing period "n" is measured over a period from the 1st of July of the year "n-2" to the 30th of June of the year "n-1".

4. Unit and frequency of measurement

The indicator SPR is measured in tenths of a percentage point.

Measurement is carried out continuously, with quarterly aggregation by terminal.

5. Storage of data

Aéroports de Paris stores data for a period of five years from when it is gathered.

**SATISFACTION WITH ORIENTATION RELATING TO PASSENGER
CONNECTIONS AT PARIS-CHARLES DE GAULLE (SOC)
(Indicator A-3)**

1. Area covered by the indicator

- spaces within terminals intended for passengers and the public,
- the platform in question is the one of Paris-Charles de Gaulle.

2. Measurement methods for calculation of the indicator

Measurements are carried out using quarterly surveys, based on a questionnaire aimed at departing passengers and translated in 9 languages.

Passengers are interviewed in the departure lounge. The questionnaires are completed directly by the passengers.

The overall sample (passengers travelling from origin to destination and connecting passengers on all Paris-Charles de Gaulle and Paris-Orly platforms) is made up of at least 8000 passengers per quarter; it is representative of departing passenger traffic, divided into groups for each terminal, by time-slot and by day.

The question asked only to passengers who describe themselves as having a connection within Paris-Charles de Gaulle is as follows:

“What do you think of the ease of finding your way around during your connection?”

The possible responses are as follows:

“very satisfied – satisfied – not very satisfied – not at all satisfied – no opinion”

The surveys are carried out by a market research agency commissioned by Aéroports de Paris.

3. Definition of the indicator

$$SOC = \frac{\sum_{n'=1}^4 \sum_{t \in T} SOCT(n') * PAXt(n')}{\sum_{n'=1}^4 \sum_{t \in T} PAXt(n')}$$

where:

- T is all terminals at Paris-Charles de Gaulle,
- n' represents the quarters concerned,
- PAXt(n') represents the number of connecting passengers passing through departures within terminal t during the quarter n',
- SOCT(n') is the level of passenger satisfaction with regard to ease of orientation during a connection for terminal t during the quarter n':

$$SOCT(n') = \frac{\text{Number of passengers who answered "satisfied" or "very satisfied" to the question asked during the quarter n'}}{\text{Number of passengers who responded to the question asked during the quarter n' within terminal t}}$$

The value of SOC that may be used for the pricing period "n" is measured over a period from the 1st of July of the year "n-2" to the 30th of June of the year "n-1".

4. Unit and frequency of measurement

The indicator SOC is measured in tenths of a percentage point.

Measurement is carried out continuously, with quarterly aggregation by terminal.

5. Storage of data

Aéroports de Paris stores data for a period of five years from when it is gathered.

**PASSENGER SATISFACTION RELATING TO SIGNAGE AND FLIGHT
INFORMATION (SIV)
(Indicator A-4)**

1. Area covered by the indicator

- spaces within terminals intended for passengers and the public,
- the platforms concerned are those of Paris-Charles de Gaulle and Paris-Orly.

2. Measurement methods for calculation of the indicator

Measurements are carried out using quarterly surveys, based on a questionnaire aimed at departing passengers and translated in 9 languages.

Passengers are interviewed in the departure lounge. The questionnaires are completed directly by the passengers.

The sample is made up of at least 8000 passengers per quarter, distributed throughout the terminals on the two platforms; it is representative of departing passenger traffic, divided into groups for each terminal, by time-slot and by day.

The questions asked are as follows:

- Q1 “During your movements around the airport today, what did you think of the ease of finding your way around?”
- Q2 “What do you think of the ease of finding sources of information?”
- Q3 “What is your general impression of the flight information given on screens and displays?”

The possible responses are as follows:

“very satisfied – satisfied – not very satisfied – not at all satisfied – no opinion”

The surveys are carried out by a market research agency commissioned by Aéroports de Paris.

3. Definition of the indicator

$$SIV = \frac{\sum_{n'=1}^4 \sum_{t \in T} SIVt(n') * PAXt(n')}{\sum_{n'=1}^4 \sum_{t \in T} PAXt(n')}$$

where:

- T is all terminals,
- n' represents the quarters concerned,
- PAXt(n') represents the number of departing passengers passing through terminal t during the quarter n',
- SIVt(n') is the level of passenger satisfaction with regard to signage and flight information for terminal t during the quarter n', that is to say the arithmetic mean of the three satisfaction levels below:

$$SIV1t(n') = \frac{\text{Number of passengers who answered "satisfied" or "very satisfied" to the question Q1 during the quarter n'}}$$

$$SIV2t(n') = \frac{\text{Number of passengers who answered "satisfied" or "very satisfied" to the question Q2 during the quarter n'}}$$

$$SIV3t(n') = \frac{\text{Number of passengers who answered "satisfied" or "very satisfied" to the question Q3 during the quarter n'}}$$

The value of SIV that may be used for the pricing period "n" is measured over a period from the 1st of July of the year "n-2" to the 30th of June of the year "n-1".

4. Unit and frequency of measurement

The indicator SIV is measured in tenths of a percentage point.

Measurement is carried out continuously, with quarterly aggregation by terminal.

5. Storage of data

Aéroports de Paris stores data for a period of five years from when it is gathered.

**PASSENGER SATISFACTION INDICATOR REGARDING
BOARDING LOUNGES (SSE)
(Indicator A-5)**

1. Area covered by the indicator

- spaces for passengers in reserved areas of terminals,
- the platforms concerned are those of Paris-Charles de Gaulle and Paris-Orly.

2. Measurement methods for calculation of the indicator

Measurements are carried out using quarterly surveys, based on a questionnaire aimed at departing passengers and translated in 9 languages.

Passengers are interviewed in the departure lounge. The questionnaires are completed directly by the passengers.

The sample is made up of at least 8000 passengers per quarter, distributed throughout the terminals on the two platforms; it is representative of departing passenger traffic, divided into groups for each terminal, by time-slot and by day.

The question asked is as follows:

“How do you feel about the boarding lounge, generally speaking?”

The possible responses are as follows:

“very satisfied – satisfied – not very satisfied – not at all satisfied – no opinion”

The surveys are carried out by a market research agency commissioned by Aéroports de Paris.

3. Definition of the indicator

$$SSE = \frac{\sum_{n'=1}^4 \sum_{t \in T} SSEt(n') * PAXt(n')}{\sum_{n'=1}^4 \sum_{t \in T} PAXt(n')}$$

where:

- T is all terminals,
- n' represents the quarters concerned,
- PAXt(n') represents the number of departing passengers passing through terminal t during the quarter n',
- SSEt(n') is the level of passenger satisfaction with regard to the boarding lounge in terminal t during the quarter n':

$$SSEt(n') = \frac{\text{Number of passengers who answered "satisfied" or "very satisfied" to the question asked during the quarter n'}}{\text{Number of passengers who responded to the question asked during the quarter n' within terminal t}}$$

The value of SSE that may be used for the pricing period "n" is measured over a period from the 1st of July of the year "n-2" to the 30th June of the year "n-1".

4. Unit and frequency of measurement

The indicator SSE is measured in tenths of a percentage point.

Measurement is carried out continuously, with quarterly aggregation by terminal.

5. Storage of data

Aéroports de Paris stores data for a period of five years from when it is gathered.

**INDICATOR SHOWING THE AVAILABILITY OF AIRCRAFT
PARKING AREAS (DPS)
(Indicator A-6)**

1. Area covered by the indicator

- the scope covers: aircraft parking areas, stand in contact with terminals and off terminals, usable for commercial operations, excluding private parking areas.
- the platforms concerned are those of Paris-Charles de Gaulle and Paris-Orly.

The overall list of parking areas – those taken into account and those not taken into account (particularly during planned works with regard to the notice period of one month), has been drawn up for each month and archived as stated in § Storage of data.

2. Measurement methods for calculation of the indicator

The indicator is the relationship between the effective weighted opening time and the theoretical weighted opening time. With the exception of the Paris-Orly cargo areas, these time measurements take into account a double weighting of times deemed to be peak times. These peak times, which vary according to the terminal or category of area, come around 6 times a day. They are identified, as applicable from 1st July 2010, below. In the event of any significant change of the traffic structure for a terminal over the course of the economic regulation agreement, the identification of the peak times may be amended pursuant to a proposal made by Aéroports de Paris, subject to a notice complying with the operational committee for quality of service in the relevant terminal, followed by a ruling by Aéroports de Paris notified to the French government (in the event of a favourable decision).

Theoretical weighted opening time

For each terminal or category of area, the theoretical weighted opening time for a parking stand is calculated using a range of 24 hours for Paris-Charles de Gaulle, and 18 hours (6 am-midnight) for Paris-Orly, within which 6 peak hours are weighted by a coefficient of 2 (except for cargo areas at Paris-Orly) : the theoretical weighted operating time is therefore 30 hours per day for terminals or area categories at Paris-Charles de Gaulle, and 24 hours a day for the terminals at Paris-Orly (18 hours a day for Paris-Orly cargo areas).

Effective weighted opening time

The effective weighted opening time for a parking stand is equal to the theoretical weighted opening time, minus the weighted closing time (one closing time period – or part of a closing time period – at peak time is weighted by a coefficient of 2) relating to any technical event or corrective and preventive maintenance. Only non-availability caused by Aéroports de Paris or its sub-contractors are taken into account, especially those due to:

- faults in the integrity of a stand surface;
- faulty or insufficient lighting;
- the absence or illegibility of ground markings;
- the non-operative status of fuelling work;
- faulty safety equipment at a parking stand;
- renovation or improvement works requiring access to the parking stand to be interrupted – work which has not been scheduled at least one month in advance or work where the relevant airline customers were not notified within this period.

The following closing times are not included:

- non-availability relating to safety, where this lack of availability arises from extraordinary, temporary provisions implemented to ensure the smooth running of the facilities, and where these provisions do not come as a result of any failing by Aéroports de Paris;
- lack of availability due to an event not caused by Aéroports de Paris or its sub-contractors;
- non-availability relating to special reception procedures for VIPs and requisitions;
- non-availability relating to external factors, including:
 - the presence of contaminants (fuel, the effects of winter, snow, ice, etc.) for any reason which cannot be said to originate from Aéroports de Paris or its sub-contractor;
 - improper operation by a third party, malicious action, vandalism; in this case, statements by Aéroports de Paris and the relevant operator shall need to be established;
- non-availability relating to the non-operability of telescopic walkways or energy supply equipment (400Hz/50Hz);
- non-availability required due to renovation or improvement works requiring access to the parking stand to be interrupted – as long as this work has been scheduled at least one month in advance and where the relevant airline customers have been notified within this period.

The closing times are calculated, for each parking stand, by the period between the stated time of closing of the parking stand and the time it resumes operation.

3. Definition of the indicator

$$DPS = 1 - \frac{\left(\sum_{\text{Annual_period}} \left[\sum_{\text{List_of_S_tan_ds_e}} \left(\sum_{h=0}^{23} (P(t_e)_h * TA(e)_h) \right) \right] \right)}{\left(\sum_{\text{Annual_period}} \left[\sum_{\text{List_of_S_tan_ds_e}} \left(\sum_{h=0}^{23} (P(t_e)_h) \right) \right] \right)}$$

- $TA(e)_h$ = non-availability of the parking stand “e” during time slot h.

- $P(t)_h$ = Weighting of the shutdown time on time slot “h” for the perimeter (terminal or area category) to which stand “e” belongs. This weighting is defined by terminal or area category, as detailed below:

- At Paris-Charles de Gaulle, $P(t)_h$ takes the value 2 for the 6 peak time slots at the relevant terminal or the area category, and the value of 1 on the other 18 time slots;
- At Paris-Orly, $P(t)_h$ takes the value of 2 at the 6 peak time slots for the relevant terminal and the value of 1 at the other 12 opening time slots; as regards cargo areas at Paris-Orly, it takes the value of 1 for all 18 opening time slots; between midnight and 6 am, the weighting is null for all areas of Paris-Orly.

The value of DPS that may be used for the pricing period “n” is measured over a period from the 1st of July of the year “n-2” to the 30th of June of the year “n-1”.

4. Unit and frequency of measurement

The shutdown time is monitored in minutes. Equipment availability is established as a percentage – to the nearest hundredth of a percent.

A measurement is taken monthly.

5. Storage of data

Aéroports de Paris stores data for a period of five years from when it is gathered.

6. Peak hours

The following hours (local time) are linked to weighting 2, as of 1st July 2010:

Terminal/area category	Peak hours
Orly-Ouest	6-9 am and 6-9 pm
Orly-Sud	7-9 am, 12-3 pm and 9-10 pm
CDG-Terminal 1	10 am-3 pm and 7-8 pm
CDG-Terminal 2A	7 am-1 pm
CDG-Terminal 2B	10 am-1 pm, 5-7 pm and 9-10 pm
CDG-Terminal 2C	5-7 am, 9-11 am and 12-14 pm
CDG-Terminal 2D	8-10 am, 12-2 pm and 6-8 pm
CDG-Terminal 2E	5-7 am, 9-11 am and 12-2 pm
CDG-Terminal 2F	7 am-1 pm
CDG-Terminal 2G	8-10 am, 12-2 pm and 6-8 pm
CDG-Terminal 3	11 am-1 pm, 2-4 pm and 8-10 pm
CDG-Cargo areas	11 pm-5 am

**INDICATOR FOR THE AVAILABILITY OF TELESCOPIC WALKWAYS (DPT)
(Indicator A-7)**

1. Area covered by the indicator

The relevant equipment are the telescopic walkways in terminals for use by passengers at Paris-Charles de Gaulle and Paris-Orly.

The overall list of this equipment – that taken into account as well as the equipment not taken into account (particularly during planned works with regard to the notice period of one month), has been drawn up for each month and archived as stated in § Storage of data. The new equipment is taken into account at the end of the periodic service verification period, three months following their entry into service.

2. Measurement methods for calculation of the indicator

The indicator is the relationship between the effective weighted operating time and the theoretical weighted operating time. These time measurements take into account a double weighting of times deemed to be peak times. These peak times, which vary according to the terminal, come around 6 times a day. They are identified, as applicable from 1st July 2010, below. In the event of any significant change of the traffic structure for a terminal over the course of the economic regulation agreement, the identification of the peak times may be amended pursuant to a proposal made by Aéroports de Paris, subject to a notice complying with the operational committee for quality of service in the relevant terminal, followed by a ruling by Aéroports de Paris notified to the French government (in the event of a favourable decision).

Theoretical weighted operating time

For each terminal, the theoretical weighted operating time for a telescopic walkway is calculated using a range of 24 hours for Paris-Charles de Gaulle, and 18 hours (6 am-midnight) for Paris-Orly, within which 6 peak hours are weighted by a coefficient of 2: the theoretical weighted operating time is therefore 30 hours per day in terminals at Paris-Charles de Gaulle, and 24 hours a day in the terminals at Paris-Orly.

Effective weighted operating time

The effective weighted operating time for a piece of equipment is equal to the theoretical weighted operating time, minus the following shutdown weighted times, where a shutdown time (or part of a shutdown time) at peak hours is weighted by a coefficient of 2:

- the shutdown time relating to any technical event intrinsic to the facility;
- shutdown times relating to “Scheduled Ongoing Maintenance”, be it “Systematic Preventive” or “Conditional Preventive”;
- shutdown times due to renovation or improvement works or works performed to meet new regulations, requiring access to the equipment to be interrupted – where this work has not been scheduled at least one month in advance or without the relevant airline customers having been notified within this period.

The following shutdown times are not included:

- non-availability owing to faults (damage requiring repairs) caused by factors external to the equipment, such as:
 - o secondary faults due to environmental reasons (e.g.: damage caused by strong winds, unusual climate conditions, pollution, etc...);
 - o secondary faults caused by the operation of a third party (e.g.: damage arising from improper usage; malicious acts, vandalism, etc...);
- non-availability owing to shutdowns (interruption not relating to damage to the equipment) caused by reasons external to the equipment, such as shutdowns relating to a fault in another facility (e.g.: loss of electricity supply, etc...);
- non-availability relating to safety (where the emergency stop is triggered, voluntary shutdowns due to bad weather), where this lack of availability arises from extraordinary, temporary provisions implemented to ensure the smooth running of the facilities, and where these provisions do not come as a result of any failing by Aéroports de Paris;
- non-availability relating to special reception procedures for VIPs and requisitions;
- non-availability due to renovation or improvement works or works performed to meet new regulations, requiring access to the equipment to be interrupted – where this work has been scheduled at least one month in advance and where the relevant users have been notified within this period.

The shutdown times are calculated, for each walkway, by the period between the stated time of shutdown of the equipment and the time it resumes operation.

3. Definition of the indicator

$$DPT = 1 - \frac{\left(\sum_{\text{Annual_period}} \left[\sum_{\text{List_of_equipments_e}} \left(\sum_{h=0}^{23} (P(\text{terminal}_e)_h * TA(e)_h) \right) \right] \right)}{\left(\sum_{\text{Annual_period}} \left[\sum_{\text{List_of_equipments_e}} \left(\sum_{h=0}^{23} (P(\text{terminal}_e)_h) \right) \right] \right)}$$

- $TA(e)_h$ = equipment shutdown time “e” during the time slot h. This shutdown time is measured in hours and hundredths of an hour for corrective maintenance, and in hours and tenths of an hour for preventive maintenance.

- $P(\text{terminal})_h$ = Weighting of the shutdown time on time slot “h” for the terminal to which stand “e” belongs. This weighting is defined by terminal by terminal, as detailed below:

- o At Paris-Charles de Gaulle, $P(\text{terminal})_h$ takes the value 2 for the 6 peak time slots at the relevant terminal or the area category, and the value of 1 on the other 18 time slots;
- o At Paris-Orly, $P(\text{terminal})_h$ takes the value of 2 at the 6 peak time slots for the relevant terminal and the value of 1 at the other 12 opening time slots; between midnight and 6 am, the weighting is null for all terminals at Paris-Orly.

The value of DPT that may be used for the pricing period “n” is measured over a period from the 1st of July of the year “n-2” to the 30th of June of the year “n-1”.

4. Unit and frequency of measurement

The shutdown time is measured in hundredths of an hour. The weighted availability index for telescopic walkways is given as a percentage, to a hundredth of a percentage.

A measurement is taken monthly.

5. Storage of data

Aéroports de Paris stores data for a period of five years from when it is gathered.

6. Peak hours

The following hours (local time) are linked to weighting 2, as of 1st July 2010:

Terminal/area category	Peak hours
Orly-Ouest	6-9 am and 6-9 pm
Orly-Sud	7-9 am, 12-3 pm and 9-10 pm
CDG-Terminal 1	10 am-3 pm and 7-8 pm
CDG-Terminal 2A	7 am-1 pm
CDG-Terminal 2B	10 am-1 pm, 5-7 pm and 9-10 pm
CDG-Terminal 2C	5-7 am, 9-11 am and 12-2 pm
CDG-Terminal 2D	8-10 am, 12-2 pm and 6-8 pm
CDG-Terminal 2E	5-7 am, 9-11 am and 12-2 pm
CDG-Terminal 2F	7 am-1 pm
CDG-Terminal 2G	8-10 am, 12-2 pm and 6-8 pm
CDG-Terminal 3	11 am-1 pm, 2-4 pm and 8-10 pm

**INDICATOR FOR THE AVAILABILITY OF ELECTROMECHANICAL
EQUIPMENT (DEE)
(Indicator A-8)**

1. Area covered by the indicator

The various types of electromechanical equipment are as follows:

- lifts (elevators) available for public use and platforms for handicapped people,
- goods elevators used by passengers or their luggage,
- conveyor belts and moving walkways,
- escalators.

The relevant equipment is that used in terminal for use by passengers at Paris-Charles de Gaulle and Paris-Orly.

For reasons of uniform treatment, the equipment at the Roissy-Charles de Gaulle SNCF railway station and the TGV railway station, the lifts at the Transfer Module and the lifts and escalators in the Orlyval and Orly South stations, plus the CDGVal station at Paris-Charles de Gaulle do not fall within the scope of this section.

The overall list of this equipment – that taken into account as well as the equipment not taken into account (particularly during planned works with regard to the notice period of one month), has been drawn up for each month and archived as stated in § Storage of data. The new equipment is taken into account at the end of the periodic service verification period, three months following their entry into service.

2. Measurement methods for calculation of the indicator

The indicator is the relationship between the effective weighted operating time and the theoretical weighted operating time. These time measurements take into account a double weighting of times deemed to be peak times. These peak times, which vary according to the terminal, come around 6 times a day. They are identified, as applicable from 1st July 2010, below. In the event of any significant change of the traffic structure for a terminal over the course of the economic regulation agreement, the identification of the peak times may be amended pursuant to a proposal made by Aéroports de Paris, subject to a notice complying with the operational committee for quality of service in the relevant terminal, followed by a ruling by Aéroports de Paris notified to the French government (in the event of a favourable decision).

Theoretical weighted operating time

For each terminal, the theoretical weighted operating time for electromechanical equipment is calculated using a range of 24 hours for Paris-Charles de Gaulle, and 18 hours (6 am-midnight) for Paris-Orly, within which 6 peak hours are weighted by a coefficient of 2: the theoretical weighted operating time is therefore 30 hours per day in terminals at Paris-Charles de Gaulle, and 24 hours a day in the terminals at Paris-Orly.

Effective weighted operating time:

The effective weighted operating time for a piece of equipment is equal to the theoretical weighted operating time, minus the following shutdown weighted times, where a shutdown time (or part of a shutdown time) at peak hours is weighted by a coefficient of 2:

- the shutdown time relating to any technical event intrinsic to the facility;
- shutdown times relating to “Scheduled Ongoing Maintenance”, be it “Systematic Preventive” or “Conditional Preventive”;
- shutdown times due to renovation or improvement works or works performed to meet new regulations, requiring access to the equipment to be interrupted – where this work has not been scheduled at least one month in advance or without the relevant airline customers having been notified within this period.

The following shutdown times are not included:

- non-availability owing to faults (damage requiring repairs) caused by factors external to the equipment, such as:
 - o secondary faults due to environmental reasons (e.g.: damage caused by strong winds, unusual climate conditions, pollution, etc...);
 - o secondary faults caused by the operation of a third party (e.g.: damage arising from improper usage; malicious acts, vandalism, etc...);
- non-availability owing to shutdowns (interruption not relating to damage to the equipment) caused by reasons external to the equipment, such as shutdowns relating to a fault in another facility (e.g.: loss of electricity supply, etc...);
- non-availability relating to safety (where the emergency stop is triggered, voluntary shutdowns due to bad weather), where this lack of availability arises from extraordinary, temporary provisions implemented to ensure the smooth running of the facilities, and where these provisions do not come as a result of any failing by Aéroports de Paris;
- non-availability relating to special reception procedures for VIPs and requisitions;
- non-availability due to renovation or improvement works or works performed to meet new regulations, requiring access to the equipment to be interrupted – where this work has been scheduled at least one month in advance and where the relevant users have been notified within this period.

The shutdown times are calculated, for each piece of equipment, by the period between the stated time of shutdown of the equipment and the time it resumes operation.

3. Definition of the indicator

$$DEE = 1 - \frac{\left(\sum_{\text{Annual_period}} \left[\sum_{\text{List_of_equipments_e}} \left(\sum_{h=0}^{23} (P(\text{terminal}_e)_h * TA(e)_h) \right) \right] \right)}{\left(\sum_{\text{Annual_period}} \left[\sum_{\text{List_of_equipments_e}} \left(\sum_{h=0}^{23} (P(\text{terminal}_e)_h) \right) \right] \right)}$$

- $TA(e)_h$ = equipment shutdown time “e” during the time slot h. This shutdown time is measured in hours and hundredths of an hour for corrective maintenance, and in hours and tenths of an hour for preventive maintenance.

- $P(\text{terminal}_e)_h$ = Weighting of the shutdown time on time slot “h” for the terminal to which stand “e” belongs. This weighting is defined by terminal by terminal, as detailed below:

- At Paris-Charles de Gaulle, $P(\text{terminal}_e)_h$ takes the value 2 for the 6 peak time slots at the relevant terminal or the area category, and the value of 1 on the other 18 time slots;
- At Paris-Orly, $P(\text{terminal}_e)_h$ takes a value of 2 for 6 peak time slots at the relevant terminal and a value of 1 in the other 12 opening slots; the period of midnight-6 am is subject to null weighting at all Paris-Orly terminals.

The value of DEE that may be used for the pricing period “n” is measured over a period from the 1st of July of the year “n-2” to the 30th of June of the year “n-1”.

4. Unit and frequency of measurement

The shutdown time is measured in hundredths of an hour. The weighted availability index for electromechanical equipment is given as a percentage, to a hundredth of a percentage.

A measurement is taken monthly.

5. Storage of data

Aéroports de Paris stores data for a period of five years from when it is gathered.

6. Peak hours

The following hours (local time) are linked to weighting 2, as of 1st July 2010:

Terminal/area category	Peak hours
Orly-Ouest	6-9 am and 6-9 pm
Orly-Sud	7-9 am, 12-3 pm and 9-10 pm
CDG-Terminal 1	10 am-3 pm and 7-8 pm
CDG-Terminal 2A	7 am-1 pm
CDG-Terminal 2B	10 am-1 pm, 5-7 pm and 9-10 pm
CDG-Terminal 2C	5-7 am, 9-11 am and 12-2 pm
CDG-Terminal 2D	8-10 am, 12-2 pm and 6-8 pm
CDG-Terminal 2E	5-7 am, 9-11 am and 12-2 pm
CDG-Terminal 2F	7 am-1 pm
CDG-Terminal 2G	8-10 am, 12-2 pm and 6-8 pm
CDG-Terminal 3	11 am-1 pm, 2-4 pm and 8-10 pm

**INDICATOR FOR THE AVAILABILITY OF BAGGAGE CAROUSELS (DTB)
(Indicator A-9)**

1. Area covered by the indicator

- the relevant baggage carousels are those made available for passengers on arrival.
- the platforms concerned are those of Paris-Charles de Gaulle and Paris-Orly.

The overall list of relevant carousels – those taken into account as well as those not taken into account (particularly during planned works with regard to the notice period of one month), has been drawn up for each month and archived as stated in § Storage of data. The new equipment is taken into account at the end of the periodic service verification period, three months following their entry into service.

2. Measurement methods for calculation of the indicator

The indicator is the relationship between the effective weighted operating time and the theoretical weighted operating time. These time measurements take into account a double weighting of times deemed to be peak times. These peak times, which vary according to the terminal, come around 6 times a day. They are identified, as applicable from 1st July 2010, below. In the event of any significant change of the traffic structure for a terminal over the course of the economic regulation agreement, the identification of the peak times may be amended pursuant to a proposal made by Aéroports de Paris, subject to a notice complying with the operational committee for quality of service in the relevant terminal, followed by a ruling by Aéroports de Paris notified to the French government (in the event of a favourable decision).

Theoretical weighted operating time

For each terminal, the theoretical weighted operating time for baggage carousels is calculated using a range of 24 hours for Paris-Charles de Gaulle, and 18 hours (6 am-midnight) for Paris-Orly, within which 6 peak hours are weighted by a coefficient of 2: the theoretical weighted operating time is therefore 30 hours per day in terminals at Paris-Charles de Gaulle, and 24 hours a day in the terminals at Paris-Orly.

Effective weighted operating time

The effective weighted operating time for a baggage carousel is equal to the theoretical weighted operating time, minus the following shutdown weighted times, where a shutdown time (or part of a shutdown time) at peak hours is weighted by a coefficient of 2:

- the shutdown time relating to any technical event intrinsic to the facility;
- shutdown times relating to “Scheduled Ongoing Maintenance”, be it “Systematic Preventive” or “Conditional Preventive”;
- shutdown times due to renovation or improvement works or works performed to meet new regulations, requiring access to the equipment to be interrupted – where this work has not been scheduled at least one month in advance or without the relevant airline customers having been notified within this period.

The following shutdown times are not included:

- non-availability owing to faults (damage requiring repairs) caused by factors external to the equipment, such as:
 - o secondary faults due to environmental reasons (e.g.: damage caused by strong winds, unusual climate conditions, pollution, etc...);
 - o secondary faults caused by the operation of a third party (e.g.: damage arising from improper usage; malicious acts, vandalism, etc...);
- non-availability owing to shutdowns (interruption not relating to damage to the equipment) caused by reasons external to the equipment, such as shutdowns relating to a fault in another facility (e.g.: loss of electricity supply, etc...);
- non-availability relating to safety (where the emergency stop is triggered, voluntary shutdowns due to bad weather), where this lack of availability arises from extraordinary, temporary provisions implemented to ensure the smooth running of the facilities, and where these provisions do not come as a result of any failing by Aéroports de Paris;
- non-availability relating to special reception procedures for VIPs and requisitions;
- non-availability due to renovation or improvement works or works performed to meet new regulations, requiring access to the equipment to be interrupted – where this work has been scheduled at least one month in advance and where the relevant users have been notified within this period.

The shutdown times are calculated, for each piece of equipment, by the period between the stated time of shutdown of the equipment and the time it resumes operation.

3. Definition of the indicator

$$DTB = 1 - \frac{\left(\sum_{\text{Annual_period}} \left[\sum_{\text{List_of_carousels_e}} \left(\sum_{h=0}^{23} (P(\text{terminal}_e)_h * TA(e)_h) \right) \right] \right)}{\left(\sum_{\text{Annual_period}} \left[\sum_{\text{List_of_carousels_e}} \left(\sum_{h=0}^{23} (P(\text{terminal}_e)_h) \right) \right] \right)}$$

- $TA(e)_h$ = belt shutdown time “e” during the time slot h. This shutdown time is measured in hours and hundredths of an hour for corrective maintenance, and in hours and tenths of an hour for preventive maintenance.

- $P(\text{terminal})_h$ = Weighting of the shutdown time on time slot “h” for the terminal to which belt “e” belongs. This weighting is defined by terminal by terminal, as detailed below:

- o At Paris-Charles de Gaulle, $P(\text{terminal})_h$ takes the value 2 for the 6 peak time slots at the relevant terminal or the area category, and the value of 1 on the other 18 time slots;
- o At Paris-Orly, $P(\text{terminal})_h$ takes a value of 2 for 6 peak time slots at the relevant terminal and a value of 1 in the other 12 opening slots; the period of midnight-6 am is subject to null weighting at all Paris-Orly terminals.

The value of DTB that may be used for the pricing period “n” is measured over a period from the 1st of July of the year “n-2” to the 30th of June of the year “n-1”.

4. Unit and frequency of measurement

The shutdown time is measured in hundredths of an hour. The weighted availability index for baggage carousels is given as a percentage, to a hundredth of a percentage.

A measurement is taken monthly.

5. Storage of data

Aéroports de Paris stores data for a period of five years from when it is gathered.

6. Peak hours

The following hours (local time) are linked to weighting 2, as of 1st July 2010:

Terminal/area category	Peak hours
Orly-Ouest	6-9 am and 6-9 pm
Orly-Sud	7-9 am, 12-3 pm and 9-10 pm
CDG-Terminal 1	10 am-3 pm and 7-8 pm
CDG-Terminal 2A	7 am-1 pm
CDG-Terminal 2B	10 am-1 pm, 5-7 pm and 9-10 pm
CDG-Terminal 2C	5-7 am, 9-11 am and 12-2 pm
CDG-Terminal 2D	8-10 am, 12-2 pm and 6-8 pm
CDG-Terminal 2E	5-7 am, 9-11 am and 12-2 pm
CDG-Terminal 2F	7 am-1 pm
CDG-Terminal 2G	8-10 am, 12-2 pm and 6-8 pm
CDG-Terminal 3	11 am-1 pm, 2-4 pm and 8-10 pm

**INDICATOR FOR THE RESPONSE TIME FOR PASSENGER AND PUBLIC COMPLAINTS (DRR)
(Indicator no. 10)**

1. Area covered by the indicator

- all complaints mail (letters or e-mail) from the general public sent to Aéroports de Paris relating to passenger and public areas, irrespective of the person concerned,
- the platforms concerned are those of Paris-Charles de Gaulle and Paris-Orly.

2. Measurement methods for calculation of the indicator

A response time is measured for each complaint. This time is said to be the difference between:

- the date that the complaint is recorded in the “Conso +” database (field completed automatically by the tool),
- the date of digital validation of the signature of the first response letter, without receiving a return receipt, in “Conso +”.

3. Definition of the indicator

Number of people having received a response from Aéroports de Paris within a maximum period of 20 days (between mid-2010 to mid-2012) and a maximum of 15 days (mid-2012 onwards)

$$\text{DRR} = \frac{\text{Number of people having received a response from Aéroports de Paris within a maximum period of 20 days (between mid-2010 to mid-2012) and a maximum of 15 days (mid-2012 onwards)}}{\text{Total complaints received by Aéroports de Paris as detailed in the coverage}}$$

The value of DRR that may be used for the pricing period “n” is measured over a period from the 1st of July of the year “n-2” (mail received on this date at the earliest) to the 30th of June of the year “n-1” (mail received on this date at the latest).

4. Unit and frequency of measurement

The indicator DRR is measured in hundredths of a percentage point.

Measurement is carried out continuously, with monthly aggregation.

5. Storage of data

Aéroports de Paris stores data for a period of five years from when it is gathered.

APPENDIX 3

Fee Schedules on the date of signature of the agreement

The fee schedules for services rendered as mentioned in III.2.1, excluding those contractually arranged with customers, are as follows on the date of entry into force of the present agreement:

- **landing fee**, corresponding to the use of airport infrastructure and equipment required for landing, take-off and ground taxiing. The fees are based on the maximum certified aircraft take-off weight (MTOW).

- landing fee for an aircraft at Paris-Charles de Gaulle and Paris-Orly.

Ranges of MTOW in tons	Fees in € excl. taxes (excl. noise level coefficient)
MTOW aircraft under 6 tons	165.54
MTOW aircraft between 6 and 40 tons	165.54
MTOW aircraft of 41 tons and over	165.54 + 5.65 (t-40) where 't' is the MTOW in tons

Special provisions:

- the fee is multiplied by a noise level coefficient, depending on the aircraft's noise classification and the time of landing; acoustic groups are defined in the 26th February 2009 decree amending the modified 24th January 1956 decree which draws up conditions of calculation and payment of landing and lighting fees levied on airfields opened to public air traffic.

<u>Paris - Charles de Gaulle</u>	Day (6 am - 22 pm)	Night (22 pm - 6 am)
group 1	1,30	1,95
group 2	1,20	1,80
group 3	1,15	1,725
group 4	1,00	1,50
group 5a	0,85	1,275
group 5b	0,70	1,05
<u>Paris - Orly</u>	Day (6 am - 22 pm)	Night (22 pm - 6 am)
group 1	1,30	1,95
group 2	1,20	1,80
group 3	1,15	1,725
group 4	1,00	1,50
group 5a	0,85	1,275
group 5b	0,70	1,05

- landing fee for an aircraft at Paris-Le Bourget.

Ranges of MTOW in tons	Fees in € excl. taxes (excl. noise abatement)
MTOW aircraft under 6 tons	141.88
MTOW aircraft between 6 and 50 tons	141.88 + 2.79 (t-6) where 't' is the MTOW in tons
MTOW aircraft of 51 tons and over	264.77 + 13.40 (t-50) where 't' is the MTOW in tons

Special provisions:

- Landing fees are multiplied by a noise level coefficient based on the aircraft's noise classification and landing time; acoustic groups are defined in the 26th February 2009 decree amending the modified 24th January 1956 decree which draws up conditions of calculation and payment of landing and lighting fees levied on airfields opened to public air traffic.

	Day (6 am - 22 pm)	Night (22 pm - 6 am)
group 1	1,30	4,00
group 2	1,20	1,80
group 3	1,15	1,725
group 4	1,00	1,50
group 5a	0,85	1,275
group 5b	0,70	1,05

- **parking fee corresponds** to an aircraft using parking infrastructure and equipment. Parking fees depend on the parking duration as well as the characteristics of the aircraft (maximum certified take-off weight – MTOW) and characteristics of the parking area.

- Paris-Charles de Gaulle and Paris-Orly airports

	Types of parking areas		
	Active parking areas		Garage parking
	Pier-side stands	Remote stands	
Fixed part in € excl. taxes	€2.49 per ton for stands equipped with air-bridge exclusively	n/a	n/a
Variable part in € excl. taxes	For all pier-side stands €0.053 per ton MTOW per 10-minute period up to 1.5 hrs of parking €0.053 per ton MTOW per 10-minute period longer than 1.5 hrs of parking	€0.053 per ton MTOW per 10-minute period	€0.114 per ton MTOW per hour

Special provisions:

- A 50 minutes exemption is applied to the variable part for aircraft using remote stands on arrival during working hours (between 7 am and 11 pm, local time).
- The variable part on active parking areas is reclassified at night (between 11pm and 7 am, local time) as garage parking.
- The variable part is due per time slot or part thereof (10 minute intervals for pier-side stands, 1 hour intervals for other parking stands) : any time period already begun is due.

- Paris-Le Bourget airport

	Outlying traffic areas
Variable part in € excl. taxes	€0.30 per ton MTOW per hour

- fee per passenger for Paris-Charles de Gaulle and Paris-Orly airports, corresponding to the use of facilities provided for the reception of passengers and the general public. Passenger fees are based on the number of departing passengers.

Fee per departing passenger, excluding connecting passengers

Rates per passenger departing for	Fees in € excl. taxes
an airport within France (excluding overseas territories)	8.62
the Schengen Area	8.62
the EU and the EEA, excluding Schengen and Overseas French Territories	9.48
International (excluding EU, European Economic Area and French Overseas Territories)	21.00

Fee per connecting passenger

Rates per passenger departing for	Fees in € excl. taxes
an airport within France (excluding overseas territories)	5.17
the Schengen Area	5.17
the EU and the EEA, excluding Schengen and Overseas French Territories	5.69
International (excluding EU, European Economic Area and French Overseas Territories)	12.60

- fee for provision of check-in and boarding counters at Paris-Charles de Gaulle and Paris-Orly airports.

Fees for providing check-in counters and boarding facilities comprise a fixed part, based on the number of counters or self-service kiosks used, and a variable part based on the number of non-connecting passengers checked in. The definition of connecting passengers is the same as for the fee per passenger, arising from the Decree of 26 February 1981 as amended.

The fee for the fixed portion is payable by the air carrier or the ground support service provider using the check-in desk. The annual fee for the fixed portion is an annual lump sum for each check-in desk rented by the year. It is applicable on a prorated basis in the event of rental for a full aviation season. The hourly fee is applicable in the event of the occasional use of a check-in desk.

Fixed portion	Fees in € excl. taxes
<u>Check-in desks</u>	
- annual fee per check-in desk	12,075.00
- hourly fee (per hour's allocation of a check-in counter)	4.37
<u>Self-service check-in terminals at Paris-Charles de Gaulle and Paris-Orly airports:</u>	
- annual fee per terminal	2,969.23
- quarterly fee per terminal	742.31

The carrier shall pay the variable portion. The fee for the variable portion varies depending on the destination of passengers classified in two separate categories:

- national traffic, European Union, European Economic Area, Switzerland, French Overseas Territories,
- international traffic other than that detailed above.

Variable portion	Fee in € excl. taxes per passenger, excluding connecting passengers
- national traffic, European Union, EEA, Switzerland, French Overseas Territories	0.455
- other international traffic	1.369

- fee for provision of baggage handling facilities at Terminal 1 at Paris-Charles de Gaulle airport.

The fee corresponds to the availability of facilities provided for baggage handling. This fee is based on the number of items of luggage.

The fee is set at €2.50 excluding tax per item of luggage (luggage belonging to connecting passengers and non-connecting passengers).

- fee for provision of connecting passengers' baggage handling facilities at Terminal 2 at Paris-Charles de Gaulle airport.

The fee is set at €7.97 excluding tax per item of connecting passenger luggage within CDG terminal 2.

- fee for provision of fixed power supply facilities for aircraft at Paris-Charles de Gaulle and Paris-Orly airports.

The fee corresponds to the provision of fixed facilities to provide electrical power for aircraft. The fee is based on touchdown and takeoff. The fees depend on the maximum certified take-off weight of the aircraft (MTOW) as well as its origin and destination and the location of its parking stand.

	Pier-side stands		Remote parking stands	
	Per touchdown or takeoff for flights whose origination or destination airport is:		Per touchdown or takeoff for flights whose origination or destination airport is:	
	Within the European Union (*)	Outside the European Union, the EEA and Switzerland	Within the European Union (*)	Outside the European Union, the EEA and Switzerland
Maximum Take-Off Weight less than or equal to 140 tons	€12.79 excl. taxes	€19.18 excl. taxes	€6.31 excl. taxes	€9.44 excl. taxes
MTOW over 140 tons	€25.59 excl. taxes	€38.39 excl. taxes	€12.60 excl. taxes	€18.90 excl. taxes

(*) including the European Economic Area and Switzerland

- fee for the availability of aircraft de-icing facilities at Paris-Charles de Gaulle airport.

The fee corresponds to the provision of aircraft de-icing facilities at Paris-Charles de Gaulle airport. The fees include a fixed portion and a variable portion.

The fees are applicable as of 1st October 2010 for the variable portion and as of 15 October 2010 for the fixed portion. Until these dates, the fees previously applicable for the variable portion and the fixed portion shall remain in force.

	Fixed portion in € excl. taxes	Variable portion in € excl. taxes
class 1 aircraft	30.66	1,001.55
class 2 aircraft	61.33	2,003.11
class 3 aircraft	91.98	3,004.66
class 4 aircraft	122.65	4,006.22

class 5 aircraft	153.31	5,007.78
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The amount of the fixed portion is due for each landing between 15 October 2010 and 15 May 2011.

The variable portion is due for each de-icing operation carried out between 1st October 2010 and 31 May 2011.

The total amount of the variable portion is collected from each user through two invoices per winter season. The first corresponds to all operations performed between 1st October and 31 December, and the second for those performed between 1st January and 31 May.

REFERENCE TABLE FOR AIRCRAFT TYPES

Class UD 1		Class UD 2		Class UD 3		Class UD 4		Class UD 5	
Aircraft type	Wing surface	Aircraft type	Wing surface	Aircraft type	Wing surface	Aircraft type	Wing surface	Aircraft type	Wing surface
SWM	25.8	731	91.0	T5B	201.5	ILW	320.0	380	845.0
H25	34.8	733	91.0	TU5	201.5	L10	321.0		
EM2	39.4	734	91.0	310	219.0	L12	321.0		
SF3	41.8	735	91.0	312	219.0	D11	328.8		
SH3	42.1	737	91.0	A31	219.0	L15	329.0		
SH6	42.1	73A	91.0	114	260.0	D14	338.9		
DFL	46.8	732	91.0	AB2	260.0	M11	339.3		
EM4	51.0	D92	93.0	AB3	260.0	SSC	358.3		
DH8	54.4	D93	93.0	AB4	260.0	330	361.6		
AT4	54.5	D94	93.0	AB6	260.0	340	361.6		
ATR	54.5	D95	93.0	VCS	260.0	D10	367.7		
CRJ	54.5	D98	93.0	D85	267.9	777	427.8		
CR1	54.5	B14	93.2	DC8	267.9	747	512.0		
AT5	54.5	100	93.5	D70	271.9	744	524.9		
AT4	54.5	F70	93.5	D87	271.9	74F	541.2		
S00	55.7	B11	95.8	D8L	271.9	741	541.2		
DHT	56.2	B15	95.8	D8M	271.9	742	541.2		
AT7	60.0	DAM	116.0	D8A	271.9	743	541.2		
F27	70.0	M80	118.0	IL6	279.6	74B	541.2		
FKF	70.0	319	122.4	762	283.3	74C	541.2		
F50	70.0	320	123.0	763	283.3	74D	541.2		
F28	76.4	321	123.0	767	283.3	74L	541.2		
FJF	76.4	T3B	127.3	707	283.4				
14F	77.3	TU3	127.3						
146	77.3	TRD	138.7						
142	77.3	CRS	146.7						
AR8	77.3	CRV	146.7						
DH7	79.9	72F	153.0						
CVR	85.5	73S	154.0						
D91	86.8	721	157.9						
DC3	90.0	727	157.9						
NDC	90.0	72S	157.9						
		752	185.3						
		757	185.3						

- for assistance for passengers with disabilities or reduced mobility.

The fee is based on the total number of passengers boarded at Paris-Charles de Gaulle and Paris-Orly airports, with the sole exceptions listed in article 6 of the decree of 26 February 1981 governing the conditions for the establishment and payment of fees for the use of facilities provided for the reception of passengers and goods at airports in Metropolitan France and the French Overseas Territories.

- Paris-Charles de Gaulle airport: €1.05 excluding tax per departing passenger

- Paris-Orly airport: €0.61 excluding tax per departing passenger.

- badge application fee for accessing restricted areas at Paris-Charles de Gaulle, Paris-Orly and Paris-Le Bourget airports: €51.50 excl. taxes.

The fee is payable by companies or bodies which fall under section 2 of I of Article R. 213-4 of the civil aviation code. It is payable for each filing of a request for identification for accessing restricted areas with Aéroports de Paris. In the event that the State rejects the application of the person concerned as provided for in I of article R. 213-4 of the civil aviation code, this fee will either be reimbursed or put on account.

- waste water services (dilaceration stations) fee:

- Paris-Charles de Gaulle airport: €0.0236 excl. taxes per ton of landed tonnage (maximum certified take-off weight);

The fee is payable by the air carrier or, if applicable, by its ground support service provider.

- Paris-Orly airport: €60.06 excl. taxes per entering tanker;

The fee is payable by the ground support service providers.

APPENDIX 4

Methods for calculating the factor “TRAF”

The “TRAF” factor mentioned in III.2.3.3 is defined as follows:

- $TRAF(2011) = TRAF(2012) = 0$
- For $n > 2012$:
 - The TRAF0 factor is defined as:

- if $QT(n) \geq QTM(n)$,

$$TRAF0(n) = -0.5x \frac{QT(n) - QTM(n)}{QT_{ref}(n)}$$

- if $QTM(n) > QT(n) > QTm(n)$,

$$TRAF0(n) = 0$$

- if $QTm(n) \geq QT(n)$,

$$TRAF0(n) = 0.5x \frac{QTm(n) - QT(n)}{QT_{ref}(n)}$$

- The TRAF factor is then defined as:

- if $TRAF0(n) \geq TRAF(n-1) + 0,5\%$,

$$TRAF(n) = TRAF(n-1) + 0,5\%$$

- if $TRAF(n-1) + 0.5\% > TRAF0(n) > TRAF(n-1) - 0.5\%$,

$$TRAF(n) = TRAF0(n)$$

- if $TRAF0(n) \leq TRAF(n-1) - 0.5\%$,

$$TRAF(n) = TRAF(n-1) - 0.5\%$$

APPENDIX 5

Methods for calculating the factor “QDS”

Target levels, Maximum Levels (MI) and Minimum levels (mI) for the indicators referred to in II.2.1-A and III.2.3.4 are as follows, for each period from the 1st of July “n-1” to the 30th of June “n”:

A-1 (SAD) indicator	2011	2012	2013	2014	2015
mI ₁	84.6%	84.6%	85.1%	85.6%	86.1%
Objective ₁	85.6%	85.6%	86.1%	86.6%	87.1%
MI ₁	86.6%	86.6%	87.1%	87.6%	88.1%

Indicator A-2 (SPR)	2011	2012	2013	2014	2015
mI ₂	85.2%	85.2%	85.7%	86.2%	86.7%
Objective ₂	86.2%	86.2%	86.7%	87.2%	87.7%
MI ₂	87.2%	87.2%	87.7%	88.2%	88.7%

Indicator A-3 (SOC)	2011	2012	2013	2014	2015
mI ₃	67.3%	67.3%	70.5%	72.0%	73.0%
Objective ₃	68.3%	68.3%	71.5%	73.0%	74.0%
MI ₃	69.3%	69.3%	72.5%	74.0%	75.0%

Indicator A-4 (SIV)	2011	2012	2013	2014	2015
mI ₄	85.2%	85.2%	85.7%	86.2%	86.7%
Objective ₄	86.2%	86.2%	86.7%	87.2%	87.7%
MI ₄	87.2%	87.2%	87.7%	88.2%	88.7%

Indicator A-5 (SSE)	2011	2012	2013	2014	2015
mI ₅	83.3%	83.3%	84.2%	85.1%	86.0%
Objective ₅	84.3%	84.3%	85.2%	86.1%	87.0%
MI ₅	85.3%	85.3%	86.2%	87.1%	88.0%

Indicator A-6 (DPS)	2011	2012	2013	2014	2015
mI ₆	98.5%	98.5%	98.5%	98.5%	98.5%
Objective ₆	99.0%	99.0%	99.0%	99.0%	99.0%
MI ₆	99.5%	99.5%	99.5%	99.5%	99.5%

Indicator A-7 (DPT)	2011	2012	2013	2014	2015
mI ₇	98.6%	98.6%	98.7%	98.7%	98.9%
Objective ₇	99.0%	99.0%	99.1%	99.1%	99.2%
MI ₇	99.4%	99.4%	99.5%	99.5%	99.5%

Indicator A-8 (DEE)	2011	2012	2013	2014	2015
mI ₈	98.6%	98.6%	98.7%	98.7%	98.9%
Objective ₈	99.0%	99.0%	99.1%	99.1%	99.2%
MI ₈	99.4%	99.4%	99.5%	99.5%	99.5%

Indicator A-9 (DTB)	2011	2012	2013	2014	2015
mI ₉	98.8%	98.8%	98.8%	98.8%	98.8%
Objective ₉	99.2%	99.2%	99.2%	99.2%	99.2%
MI ₉	99.6%	99.6%	99.6%	99.6%	99.6%

Indicator A-10 (DRR)	2011	2012	2013	2014	2015
mI ₁₀	90.0%	90.0%	90.0%	90.0%	90.0%
Objective ₁₀	95.0%	95.0%	95.0%	95.0%	95.0%
MI ₁₀	100.0%	100.0%	100.0%	100.0%	100.0%

I_i(n) indicates the value of the indicator no. “i” corresponding to the period from the 1st of July of the year “n-1” to the 30th of June of the year “n”.

PBI_i indicates the annual bonus/penalty ceiling relating to indicator no. “i”, as defined in III.2.3.4.

A bonus/penalty $BI_i(n)$ is then defined, for the indicator “i” and for each year “n” subsequent to 2010, as in:

- if $I_i(n) < mI_i(n)$,

$$BI_i(n) = -PBI_i$$

- if $mI_i(n) \leq I_i(n) \leq Objective_i(n)$,

$$BI_i(n) = -PBI_i \frac{I_i(n) - Objective_i(n)}{mI_i(n) - Objective_i(n)}$$

- if $Objective_i(n) \leq I_i(n) \leq MI_i(n)$,

$$BI_i(n) = PBI_i \frac{I_i(n) - Objective_i(n)}{MI_i(n) - Objective_i(n)}$$

- if $I_i(n) > MI_i(n)$,

$$BI_i(n) = PBI_i$$

The QDS(n) value is then defined, for each year “n” subsequent to 2011, as in:

$$QDS(n) = \sum_{i=1}^{10} BI_i(n-1)$$

APPENDIX 6

Methods for calculating the factors “INV₁” and “INV₂”

THE FACTOR “INV₁”

Calculation of the factor $INV_1(n)$ is based on the indicator “Completion of Investment Operations” $ROI(n)$, defined below:

1. Area covered by the indicator ROI:

- the following investment operations and due dates:
 - the connecting building between terminals 2A and 2C at Paris-Charles de Gaulle; the due date calculated is the opening to passenger traffic;
 - satellite S4 of terminal 2E at Paris-Charles de Gaulle; the due date calculated is the later of the following two dates: the opening of the building to passenger traffic and the bringing on-stream of all aircraft parking stands attached to the satellite;
 - the pedestrian walkway linking the departure lounges of terminals 2E and 2F at Paris-Charles de Gaulle as part of a system of a single one-stop security process for passengers (French acronym : IFUP); the due date calculated is the opening to passenger traffic, under conditions allowing their movement through an IFUP system, in line with rules already known about upon signature of this agreement;
 - completion of the installation of 400Hz power supply equipment at the aircraft parking stands attached to terminal 1 of Paris-Charles de Gaulle; the due date calculated is when all of the aircraft parking stands involved have this equipment in operational service;
 - completion of the upgrading of threshold 08 of the south pair of runways at Paris-Charles de Gaulle; the due date calculated is when all of the upgrades to the threshold and associated de-icing installations have been brought on-stream;
 - restructuring of halls 3 and 4 at Orly West: the due date calculated is when all of the boarding gates of the restructured halls are in service again;
 - restructuring of terminal 2B at Paris- Charles de Gaulle: the due date calculated is when all of the boarding gates of the restructured halls are in service again.

2. Measurement methods for calculating the indicator ROI

For the calculation of this indicator, an operation is deemed to be completed when the due date defined above is reached. A completion quarter is calculated for each of the operations, if the due date concerned is reached before the end of the quarter in question.

3. Definition of the indicator ROI

The annual indicator, measured from the 3rd quarter of the year “n-1” to the 2nd quarter of the year “n” inclusive, is the sum of the four associated quarterly indicators, each of which measures the number of operations completed during the quarter in question at the latest:

$$ROI(n) = \sum_{t \in n} roi(t)$$

where ROI(t) is the number of operations listed above completed during the quarter “t” between the 3rd quarter “n-1” and the 2nd quarter “n” inclusive, at the latest.

4. Objectives for the indicator ROI

The objectives for the indicator ROI correspond to the following completion dates:

	Target
2A-2C junction	2 nd quarter of 2012
Satellite S4	3 rd quarter of 2012
EF Gallery	3 rd quarter of 2012
CDG1 400Hz	1 st quarter of 2014
Threshold 08	2 nd quarter of 2014
Halls 3 and 4 at Orly West	4 rd quarter of 2015
Terminal 2B	4 rd quarter of 2015

Therefore, it is defined the objective levels below for the indicator ROI, corresponding to an INV_1 value of nil, and where the minimum mI_{ROI} levels beyond which the penalty (malus) triggered by the factor INV_1 peaks at -0.1%; the minimum levels correspond to the case of a delay of two quarters compared with the timetable for completing each operation. The malus is calculated by linear interpolation from these values:

Indicator ROI	2011	2012	2013	2014	2015
mI_{ROI}	not applicable	0	7	12	19
$Objective_{ROI}$	not applicable	1	12	15	20

5. Calculation of the indicator INV_1

For “n” subsequent to 2011, $I_{ROI}(n)$ indicates the value of the indicator ROI corresponding to the period between the 1st of July of the year “n-1” and the 30th of June of the year “n”.

The $INV_1(n)$ value is then defined, for each year “n” subsequent to 2012, as in:

- if $I_{ROI}(n-1) < mI_{ROI}(n-1)$,

$$INV_1(n) = -0.1\%$$

- if $mI_{ROI}(n-1) \leq I_{ROI}(n-1) \leq Objective_{ROI}(n-1)$,

$$INV_1(n) = -0.1\% \times \frac{I_{ROI}(n-1) - Objective_{ROI}(n-1)}{mI_{ROI}(n-1) - Objective_{ROI}(n-1)}$$

- if $Objective_{ROI}(n-1) \leq I_{ROI}(n-1)$

$$INV_1(n) = 0$$

THE FACTOR “INV₂”

Calculation of the factor INV₂(2015) is based on the principle of the offsetting, through the fee rate table applicable from the 1st of April 2015, of 70% of the costs saved, throughout the duration of the agreement, as a result of lower investment expenditure between 2011 and 2013, compared to the 90% initially forecast for these, under current investment packages and those dedicated to quality of service and sustainable development (cf. Appendix 1).

In the case where $DC_{2013} - 0.90 \times DP_{2013} < 0$, the adjustment factor INV₂(2015) is calculated in the following manner:

$$INV_2(2015) = 70\% \times (\text{the estimated difference in amortisation costs over the period of the agreement} + \text{the estimated difference in the return on capital employed over the period of the agreement}) / (1 + \text{projected rate of progression of traffic between 2013 and 2015})$$

where:

- the difference in amortisation is estimated on the basis of an average period of amortisation of the investments concerned of 18 years,
- the difference in the return on capital employed is also estimated on the basis of the projected progression in the return of capital employed over the period of the agreement,
- taking the projected rate of progression of traffic between 2013 and 2015 into account is held to be consistent with the pricing equations in III.2.3.1, through which the formulae enabling the 2015 tariffs to be arrived at draw on the bases for calculation for the last calendar year for which there is information, namely 2013.

In the case where $DC_{2013} - 0.90 \times DP_{2013} < 0$, the result is:

$$INV_2(2015) = 0.269 \times (DC_{2013} - 0.90 \times DP_{2013})$$

For calculation of the factor INV₂(2015), DC₂₀₁₃ and DP₂₀₁₃ are respectively the expenditure recorded and that initially forecast between 2011 and 2013, in current Euros, for current investment packages, and those for quality of service and sustainable development.

DP₂₀₁₃ is deduced from the following sequence expressed in 2010 Euros (cf. Appendix 1):

Updating to current Euro is calculated in line with the index below:

$$IC_n = \frac{BT50_n}{BT50_{2010}}$$

where BT50_n is the general all-trades Renovation-Maintenance index published by INSEE (BT50) – value for July of the year “n”.

In the case of this index not being available during the course of the agreement, Aéroports de Paris will suggest a substitute index to the State. This proposal is subject to the approval of the State within one month of its being put forward. Beyond this, it will be deemed to be accepted.